

Toronto Airline Operators Committee

Meeting Summary

Date: 24 SEP 2025
Chair: Burak Aydemir

Time: 11h30
Co-Chair: Javier Barreiro

Location: Pyramid Room
Minutes by: Yolla Nehme

Meeting #: 8/11

In Attendance					
Organization	Name	Organization	Name	Organization	Name
AF KLM	Wendland, Christina	PORTER	Sofiya Maksymchuk	IATA	Amandine Gicquel
AF KLM	Nehme, Yolla	QATAR Airways	Saimen Tefamariam	GTAA	Amaury godin
AMERICAN	Javier Barreiro	VIRGIN Airlines	Michael Buckley	GTAA	Matt Fisher
AIR TRANSAT	Judith Macdonald	TURKISH	Kerem Akyuz	GTAA	Glen Henderson
AIR CANADA	Vincenzo Delorenzo	Airway Interline	Kadir Sengul	GTAA	Larry Shack
AEROMEXICO	Cesar Alvarenga	AGI	Pierre Herbach	GTAA	Alex Pavel
CATHAY PACIFIC	Burak Aydemir	AGI	Mitch Dobbie	GTAA	Natalie Deparolis
CARRIBEAN	Tracey Cece	AAS	Francesco Fera	GTAA	Jonathan Lock
COPA Air	Jose De Andrade Maldonado	CANSKAY	Sanjay Malik	GTAA	Wayne Finkel
BRITISH AIRWAYS	Kelly Mcauley	GTA Dnata	Dahiana Velez	GTAA	Mike Dyl
CONDOR	Umit Menemenci	GTA Dnata	Luis Dasilva	GTAA	Jennifer Arulappu
CONDOR	Maria Victoria Schenone	SWISSPORT	Jennifer Power	GTAA	Dean Wright
DELTA	Billy Ziakoulis	Airway Interline	Kadir Sengul	GTAA	Paul Schyvenaars
EMIRATES	Beata Commisso	CASS	Jack Catney	GTAA	Juan Rojas
FLAIR Airways	James Nugent	CBSA	Maria Pacheco	GTAA	Dean Wright
ITA Airways	Sameer Irshad	CBSA	Danielle D'Alessandro	GTAA	Hamilton Vincent De Paul

Agenda Items:
AOC PORTION - Welcome and Round Table Introductions - AOC 2025 Treasury – Financial Report – Fees Payments 2025 Update - AOC Social Committee Update – 2025 Golf Charity Tournament Update - AOC Subcommittees 2025 – Debrief of recent meetings - Review of Log of issues, as per last meeting GTAA PORTION - Review of Action Items 5 mins (12:30pm – 12:35pm) - Monthly Review of OTP 5 mins (12:35pm – 12:40pm) - Baggage Service Update 10 mins (12:40pm – 12:50 pm) - SSBD RFP Update 10 mins (12:50pm – 1:00 pm) - Terminal Updates 10 mins (1:00pm – 1:10 pm) - Round Table – New Items

The meeting is the 8th of 2025, chaired by Burak Aydemir

AOC

- Minutes of AUG 24th meeting reviewed and approved by all present
- Log of issues updated and shared previously with all members *Refer to the “Log of Open Items”*
- Agenda of the day meeting outlined with all attendees

AOC Treasury and Social Committee Update

• Social Committee Update

Burak provided an update on the fall outing.

Location: Rocky Crests, Huntsville area. 15 rooms secured

Paying AOC members interested in joining should RSVP via email to Christina as spots are filling quickly.

AOC Log of Open Items – Round Table

Below listed items were discussed and reviewed with AOC members and GTAA.

Where applicable, new items were added to the AOC log of open items for follow-up.

- **Terminal 3 Arrival Signage:** Budget discussions underway for digital screen upgrades.
- **Transporter Gate Storage:** 22 locker units installed by Fastenal. Successful implementation. *Item closed.*
- **Additional Signage Storage T3:** New room identified at C30. Site visit completed, *Pending Item*
- **Kiosk Passport Damage:** Issue resolved through weekly inspections & manufacturer review. *Item closed.*
- **Bridge Maintenance & Operator Training:** Lack of feedback and transparency from GTAA on incidents. AOC to continue the push for better communication and job aids. Job aids confirmed at some gates; deployment status to be verified. *Item remains open.*
- **Escalators & Elevators:** Escalators at T1 (117, 173) repaired. Elevator C36 funding approved, construction is pending. *Escalator item closed; elevator item remains open.*
- **Security & Access:** Concerns over stanchion use and door security. Some doors are fixed; others pending. Swing doors at American Airlines areas still posing risk. *Items remain open.*
- **ITD & OSS Signage:** Confusion due to excessive signage; suggestion to deploy blue-jacket volunteers. *Item remains open.*
- **IFC Busing Safety:** Overcrowding at bus bays during wide-body operations. Escalator stoppage suggested as emergency measure. GTAA to explore SOPs and preventive measures *Item remains open.*
- **FOD Management:** Proposal to include ramp cleaning in future waste contracts. *Item remains open.*
- **Technical Stairs:** Risk management underway for technical stairs. *Item remain open.*
- **GPU & VGDS Issues:** GPUs at gates 171, 173, and B12 still tripping. VGDS sensitivity issues persist. Portable units often arrive without fuel. *Items remain open.*

GTAA Update and Round Table

Below listed items were discussed and presented by GTAA

For additional details, please refer to the GTAA presentation shared with minutes.

OTP: August OTP showed improvement, especially in arrivals (56%) despite weather disruptions on August 6 & 17 and labor activities.

Check-in performance remains strong at 90% of passengers waiting less than 15 minutes.

Baggage Performance: Inbound baggage delivery improved 3% YoY despite a 37% increase in flights.

Inbound Baggage Delivery Improvement Project launched. Timeline 4–6 months

New working group formed to address roadway congestion and allocation.

Carousel Management: Formal expectations and documentation pending validation.

No penalties will be issued until documentation is finalized and shared.

OS Baggage Scanning: Hand scanners being deployed to oversized baggage units. Scanners will notify handlers and agents via VPN messaging.

OS Construction Updates: Concerns raised about proximity to holiday peak season.
OS4 out of service; replacement with CTX units. Expected return: October 7.
OS1 to start replacement; expected return: October 10.
OS7 scheduled until December 22.

SSBD Replacement Project

RFP process completed; vendor selection pending executive approval. Airline consultations to begin in October.
Terminal 3 transporter area to start in Q1 2026. Terminal 1 replacement to begin in 2027
New features include biometrics, boarding pass/passport scanners, chip & pin, printers.

Cleaning Services: Transition to BEST on October 1 for Terminal 3. Terminal 1 remains with Dexterra but under stricter KPIs
Concerns were raised about the lack of clarity on cleaning scope and interruption in services.
A request was made for a standardized range of work and clear communication on service expectations and contact points.

ITD Program: CBSA resumed onboarding process based on risk assessments.

Elevator Bravo Hotel 33: Approved and expected in service by end of November.

Access to International Baggage Hall (T3): Request to extend access beyond 22:30 for late arrivals.

VDGS & Gate 171 Issues: Ongoing issues with A380 operations at Gate 171.
Maintenance team monitoring and supporting operations.
Suggestion to create a gate-specific SOP or checklist for A380 operations.
Emirates incident on September 24 to be reviewed; item remains open.

LTO Negotiations: Airlines expressed interest in participating in LTO committee.
Request for final list of 6 airline representatives by October 3.
Aim for balanced representation across terminals and handling types.

Safety Summit held successfully; feedback survey to be distributed.

Power Bank: Concerns raised about lack of public awareness on new power bank restrictions.

GTAA to consider signage and public education campaigns.

Suggestion to explore fire code policies for power bank storage in tenant offices.

NEW Items

- **Medical Incident Response:** Concerns over EMS delay due to excessive questioning.
- **Lee Kitchen Patio:** Request to remove patio due to passenger congestion.
- **Security Screening Delays:** ASP officers stopping lines during ID checks for Canada passes
- **Office Cleaning Standards:** Share BEST cleaning scope & contacts Request for clarity on cleaning frequency and scope.

- **Passenger Boarding Bridge SOPs:** Request for transparent incident reporting.

Next Meeting

Next meeting: 29 OCT 2025

Minutes of the meeting are available on the AOC website link: www.yyzaoc.com