

Airline Operators Committee

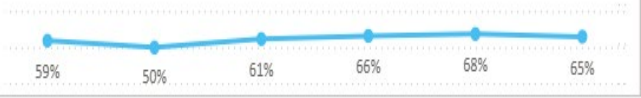




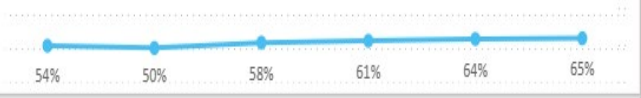



July 30, 2025

Agenda

<u>Topic / Activity</u>	<u>Timing</u>	<u>Key People</u>
Monthly Review of OTP	5 mins <i>(12:30pm – 12:35pm)</i>	Dean Wright
BALLOT Update for CASS/Implementation Updates	15 mins <i>(12:35pm – 12:50pm)</i>	Dan Riddle
Safety/Security of Employees from Unhoused Individuals in Parking Garages	15 mins <i>(12:50pm – 1:05pm)</i>	Jeff Thorn
PMD Updates <i>(action plan for all Escalators and moving walkways)</i>	15 mins <i>(1:05pm – 1:20pm)</i>	Jonathan Lock

On-Time Performance

Overall Airport Performance – GTAA June 2025

KEY PERFORMANCE INDICATORS (KPIs)	TOTAL PERFORMANCE	TREND
On-Time Performance (OTP) % of flights arriving & departing ±15 mins of slot time Target 70%	65%	
Arrival OTP % of flights arriving ±15 mins of slot time Target 70%	55%	
Departure OTP * % of flights departing ±15 mins of slot time Target 70%	74%	
Inbound Baggage Delivery (IBD) * % of flights with last bag delivered ±30 mins NB & ±50 mins WB Target 85%	72%	
Narrowbody IBD % of flights with last bag delivered ±30 mins Target 85%	73%	
Widebody IBD % of flights with last bag delivered ±50 mins Target 85%	65%	
Check-in Performance * % of passengers with wait time ≤15 minutes Target 95%	91%	
No Crew Events # of arrival gate delays due to absence of ground crew	772	
Overall Performance (Arrival OTP, Departure OTP, Narrowbody IBD, Widebody IBD & Check-in)		
72%		

Operational Impacts

- LWS Advisories: 11 (May: 5)

- YYZ ATMIs: 2 (May: 4)

BALLOT Update for CASS/Implementation Updates

BALLOT Updates for CASS / Implementation Updates

- **Common Handler License Amendment endorsed by Airline Consultative Committee**
 - 14 total votes
 - 12 in favor / 2 opposed
 - In favor totaled 78.2% of total passengers
- **License Amendment currently with CASS legal for review and execution**

BALLOT Updates for CASS / Implementation Updates

- **T3 Oversize Carrydown**

- Moved to Articulating Discount Model effective on June invoices

- **Carousel Management**

- Moving to reduced staffing model, paid for by GTAA with Chargeback model
- Common Handler supervisory costs removed from Carousel Management and will be shared proportionately by the airlines
- Reduced model will be effective September 1st

Security at the Viscount Parking Lots

Security at Viscount Parking Lots Update

EXISTING MEASURES

- Dedicated overnight (22:00 –06:00) security patrols both by vehicle and on foot.
- Random patrols throughout the remainder of the day (06:00 –22:00)
- Upgrade of 15 cameras from PTZ to multi-image/PTZ with 360-degree field of view on vehicle ramps.
- Employees to report security or safety concerns to Security Operations (416-776-7381)
- Emergencies to be reported to IOCC (416-776-3033)

FUTURE INITIATIVES UNDER ASSESSMENT

- Install Audio AI (aggressive shouting, gunshot detection, etc.)
- Install washroom use detection. Set time parameter for alarm activation in Security Operations Control and dispatch of resources to confirm status.
- Additional camera coverage

PMD Updates

Escalators, Elevators and Moving Walkways

Escalators, Elevators, and Moving Walkways



OUT OF SERVICE UNITS



PROCESS & EQUIPMENT
IMPROVEMENTS



OVERALL SYSTEM
PERFORMANCE



EDW01

- Terminal 1 Domestic Level 2 NPS point.
- Demolition and construction above unit
- Reported July 3, 2025
- Estimate return to service July 31, 2025, due to construction above.



EBW03

- Terminal 1 level 2
- Motor and gear box replacement
- Reported July 6, 2025
- Estimate return to service August 1, 2025, return to service date.



K35-EL

- Terminal 3 Parking to Terminal
- Reported April 2, 2025
- Inground Cylinder investigation
- Estimate return to service December 31, 2025



J27-ES

- Terminal 3 International arrivals By Info Booth
- Motor gearbox replacement
- Reported May 13, 2025
- Estimated return to service August 27, 2025



PGW02

- Terminal 1 Parking center core
- PLC replacement
- Reported July 8, 2025
- Estimate return to service July 31, 2025



FDW04

- Terminal 1 Rainbow Going down to Canada customs PIL
- Handrail Drive wheel replacement
- Reported July 24, 2025
- Estimate return to service date August 1, 2025



FGW02

- Terminal 1 E gates international Pier F hammerhead
- Motor Gearbox replacement
- Reported July 2, 2025
- Estimated return to service August 15, 2025



FCM03

- Terminal 1 Transfer level connection by gate 155
- Motor gearbox replacement
- Reported May 15, 2025
- Estimate return date August 22, 2025



EEM05

- Terminal 1 Peir E departures
- Handrail Tensioner
- Reported July 21, 2025
- Estimate return to service July 28, 2025



SATT2 & SATT4

- Terminal 3 tunnel to Peir A
- Pallet Hardware replacement
- Reported May 2, 2025
- Estimated return date August 1, 2025



SATT6

- Terminal 3 Tunnel to Peir A
- Steps collapsed due to Misuse
- Reported Dec 9, 2024
- Estimated return to service September 30, 2025



E26-ES

- Terminal 3 Transborder
- Step Chain Replacement
- Reported April 17, 2025
- Estimate return to service August 1, 2025

Monitoring Software Allows us to Respond Quickly

Instant notifications

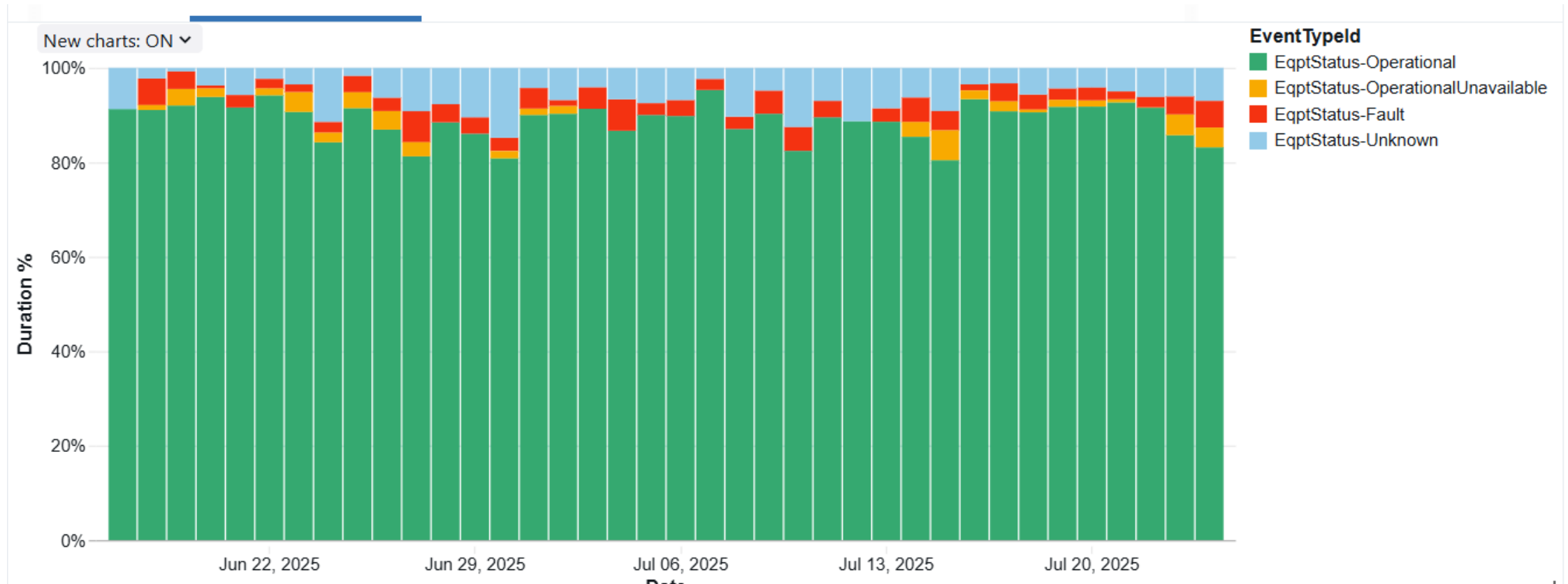
Identify problem units

Monthly Reporting



System Performance

- Monthly reporting underway
- 89% operational so far this month. Outages include planned maintenance, long term outages, and faults



Thank You

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