

Toronto Airline Operators Committee

Meeting Summary

Date: 27 AUG 2025 **Time:** 11h30 **Location:** Pyramid Room **Meeting #:** 7/11
Chair: Burak Aydemir **Co-Chair:** Absent **Minutes by:** Yolla Nehme

In Attendance					
Organization	Name	Organization	Name	Organization	Name
AF KLM	Wendland, Christina	VIRGIN Airlines	Michael Buckley	GTAA	Jonathan Lock
AF KLM	Nehme, Yolla	VIRGIN Airlines	Dorina Rezasoltani	GTAA	Matt Fisher
AMERICAN	Javier Barreiro	AGI	Mitch Dobbie	GTAA	Glen Henderson
AIR TRANSAT	Judith Macdonald	SAUDIA	Sabah Faiza	GTAA	Larry Shack
AIR CANADA	Vincenzo Delorenzo	TURKISH	Kerem Akyuz	GTAA	Amanda Capstick
AIR CANADA	Sukhman Kainth	WESTJET	Kimberly Boyce	GTAA	Natalie Deparolis
AVIANCA	Jason Mora	UNITED	Lee Whitlock	GTAA	Jonathan Lock
CATHAY PACIFIC	Burak Aydemir	CANSKAY	Sanjay Malik	GTAA	Dan Riddle
CARRIBEAN	Tracey Cece	GTA Dnata	Dahiana Velez	GTAA	Mike Dyl
BRITISH AIRWAYS	Kelly Mcauley	SWISSPORT	Jennifer Power	GTAA	Jennifer Arulappu
DELTA	Billy Ziakoulis	TBH	Robert Coutu	GTAA	Dean Wright
QATAR Airways	Saimen	PRIME FLIGHT	Ken King	GTAA	Michael Quelhas
EVA AIR	Robert Ho	CASS	Jack Catney	GTAA	Dorota Bozek
FLAIR Airways	Ryan Corey	CATSA	Gordon Kenny	GTAA	Anna Pyrtchenkov
JAZZ	Ken Harrylal	CBSA	Maria Pacheco	CTA	Sean Persas
EMIRATES	Beata Commisso	IATA	Amandine Gicquel	CTA	Simrovaona Sa
				CTA	Amanda Capstick

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

- Canadian Transportation Agency (CTA)
- Review of Open Log Action Items
- Monthly Review of OTP
- PBB Data/Bridge Data General Updates
- Baggage Service Update
- SSBD RFP Update
- PMD Updates
- Round Table – Questions -New Items

The meeting is the 7th of 2025, chaired by Burak Aydemir

AOC

- Minutes of JUL 30th 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.

Space is limited, and it will be held at the same location as last year (Rocky Crests, Huntsville area).

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

- **Treasury Update**

The Treasury update was skipped for this meeting as it was covered in the previous session.

AOC Subcommittee Updates

- **Other Subcommittees:**

The subcommittee's meetings are ongoing.

Members with specific questions were advised to contact Burak or Javier or Javier for details.

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.

- **Ramp FOD**

- Ongoing FOD issues. Current equipment (vacuum units) is insufficient; only two units are available.
- Proposal to include ramp cleanliness in new RFP for common handler embedding cleanliness responsibility in new contracts

- **Elevator C36 (Accessibility/Health & Safety):**

Budget for this project has been approved.

Benefit: The elevator will be re-commissioned for all carriers, providing full accessibility to C36 gate by allowing strollers, mobile units, and wheelchairs to move from the ramp side to the AT level. It will also facilitate delivery of ramp items to the passenger side.

Item to remain open until a breakthrough with the estimate and budget implementation.

- **Baggage Carousel Management:**

- Carousel management is now the responsibility of the airlines, as per the approved contract amendment.
- Airlines must coordinate with their ground handling companies or manage with their own staff.
- If airlines do not comply, GTAA will clear the carousels using CASS and bill the airlines.
- New SOP shared with AOC community (effective September 3rd).

- **Maintenance Stairs on Ramp:**

Lack of medium-sized stairs for servicing widebody aircraft; safety risk acknowledged, solutions being explored. Item remains open

- **Terminal 3 Arrival Carry Signage at Podiums:**

request has been submitted to add screens at customer service desks to display airline logos. Budget approval is pending. The revitalization project budget (expected in 2026) may fund these screens.

Item remains open until an update on budget approval and implementation is available.

- **Transborder Gate Storage Facility (US Transporter Area & T3):**

Concerns about insufficient space for gate signages.

GTAA looking for a designated storage area. No update to date

- **Kiosk Performance (Passport Damage):**

- Increased checks were implemented as of August 26. The vendor will be contacted regarding similar issues at other airports.
- T1 users experiencing similar issues were asked to provide updates to build a stronger case.

- **Bridge Data General Updates (Incidents/Injuries):**

- **Training:** Bridge operator training is ongoing (Aaron sent an email; hands-on training for the second brand of bridges is available).
- **Concern:** Incidents causing injuries to staff or damage to aircraft during bridge operations. There is a lack of transparent reporting, data sharing, and investigation processes from the airport authority, leading to slow or non-existent information.
- **Proposal:** Form a working group with airlines to share their robust SOPs and guidelines for incident reporting, as the current handling by the airport authority is inconsistent.
- **Bridge Failures (Extreme Heat):** Continued failures were noted, including a third bridge failure in July due to extreme heat. Staff health issues due to non-functional AC units were also reported.
This item will remain on the agenda until clear directions are established.

- **GPU (Ground Power Unit) Updates:**

No update on the GPU for 73172 (B2B12)- Burak to follow up.

- **Escalators T1 / People Movers:**

Last update was August 24th. Jonathan provided PMD update during the meeting (*Ref GTAA presentation*)

- **OSS Identifier:**

Remains an open item, awaiting update by GTAA. AFKL were working on it, but no new information was available. Many carriers are seeking updates.

- **ITD SPILL (Signage Redirecting):**

Update given by GTAA during the ITD onboarding presentation. (*Ref GTAA presentation*)

- **LTO (Long-Term Operations) Updates:**

No new updates regarding the new LTO or GTA's approach to the common handler for bag room in Terminals 1 and 3. The issue has been raised three times, and the team is still awaiting information.

Roundtable – New Items

- **VGDS at Gate 171 at Gate 171**

Issue (LH): VGDS at gate 171 is behaving erratically, causing 5 flights to brake suddenly. The system indicates 2-3 meters remaining, then abruptly stops, leading to aircraft overshooting the line and engines being too close to the bridge. Safety concern reported to GTAA

Burak requested T1 users at gate 171 to report any similar occurrences to build a stronger case.

- **IFC Bussing (Daniel Serrano, Lufthansa):**

Issue (LH): Significant delays and safety concerns at E83 gate area due to IFC busing, leading to passenger overflow in the lounge and potential hazards falling from stairs. Daniel shared that the airport denied responsibility, citing airline lateness, but emphasized passenger discomfort and safety.

- Airport needs a monitoring system for passenger volume in lounges/bus bays, constant bus availability, or crowd control on escalators to prevent overcrowding and safety risks.

Item to remain open, linking it with the busing issue and lounge capacity concerns

- **Red Canada Pass Issues:**

Issue (BA): CBSA staff unfamiliar with Red Canada passes, causing delays for staff.

Request to GTA/CBSA for staff training and pass recognition.

- **Office Water Supply:**

Issue (CX) A general community issue regarding significant problems with water supply for offices, particularly with Canadian Spring/Genco (e.g., missed deliveries, deliveries to wrong destinations, uncollected empty bottles).

Burak to follow with GTAA with proposal to introduce new vendors or hold current vendors accountable.

AOC Log of Open Items – Round Table

GTAA presentation with additional details is shared with the minutes

CTA Special Briefing Air Passenger Protection Regulations (APPR)

CTA highlighted various rules reminders, emphasizing the importance of proactive compliance to avoid passenger complaints and enforcement actions

CTA briefed on the ongoing compliance audits, targeting flights with delays and flights with high number of passengers with reduced mobility

- **Compliance Observations:** CTA officers are currently conducting unannounced airport visits to observe operations during disruptions (i.e., weather, strikes)
- **Information Provision:** Carriers must provide **specific and accurate reasons** for delays or cancellations. Vague reasons (e.g., “aircraft change”) are insufficient and may lead to penalties up to **\$25,000 per occurrence**.
- **The reason must help passengers understand their entitlements** (i.e., food, accommodation, compensation).
 - Delays Over 2 Hours:**
Carriers must provide food and drink unless the delay is outside their control.
 - Denied Boarding:**
Immediate compensation notice and support (food, drink, rebooking) must be provided.
CTA monitors these interactions and may investigate if obligations are unmet.
- **Accessible Transportation for Persons with Disabilities (ATPDR)**
 - **Assistance Without Delay:** Must be provided from curbside to aircraft seat and vice versa.
 - **Training Verification:** CTA may request agent names and training records.
 - **Mobility Aid Damage:** Requires **immediate suitable replacement**, not generic airport wheelchairs.
 - **Service Animals:** Concerns raised about abuse of emotional support animal policies. CTA acknowledged the issue and referenced ongoing discussions

- **AOC Community Concerns Raised during the meeting**

- **Lack of clear guidance for frontline staff** on APPR and ATPDR.
- **Emotional support animal abuse** and lack of verification mechanisms.
- **Wheelchair misuse** impacting operations and genuine passenger need
- **Secure Area Challenges with late-night food access limitations** due to TC and Security rules:
Carriers face restrictions from Transport Canada on bringing food airside.

Suggested solutions:

- Pre-cleared dry stores on the US side.
- Collaboration with airport authorities to keep certified vendors open during late hours.

CTA Briefing Action Items & Follow-Ups

1. **Food Provision in Secure Areas (GTAA)**
 - Explore dry store solutions and certified vendor access.
 - Establish emergency contact protocols for late-night operations.
2. **Training Materials for Frontline Staff (CTA)**
 - Request for simplified compact guidance materials.
 - CTA to consider developing accessible training resources.
3. **Wheelchair & Service Animal Policy Abuse (CTA)**
 - CTA to continue discussions with IATA and internal teams.

Next Meeting

Next meeting: 24 SEP 2025

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