

Toronto Airline Operators Committee

Meeting Summary

Date: 25 JUN 2025
Chair: Javier Barreiro

Time: 11h30
Co-Chair:

Location: Sheraton Hotel **Meeting #:** 5/11
Minutes by: Yolla Nehme

In Attendance					
Organization	Name	Organization	Name	Organization	Name
AF KLM	Wendland, Christina	FLAIR Airways	Molly Knudsen	AAS	Francesco Fera
AF KLM	Nehme, Yolla	FLY AIR NORTH	David Walker	GTA Dnata	Dahiana Velez
AMERICAN Airlines	Javier Barreiro	ITA Airways	Sameer Irshad	CASS	Jack Catney
AIR TRANSAT	Judith Macdonald	LUFTHANSA	Daniel Serrano	GTAA	Larry Shack
AEROMEXICO	Cesar Alvarenga	PORTER	Sofiya Maksymchuk	GTAA	Dan Riddle
AIR NORTH	David Walker	QATAR Airways	Syed Waqar Jafri	GTAA	Glen Henderson
AVIANCA	Jason Mora	SAUDIA	Faiza Sabah	GTAA	Katie Murley
ALASKA AIR	Anisah Khan	VIRGIN Airlines	Michael Buckley	GTAA	John Thompson
BRITISH AIRWAYS	Kelly Mcauley	WESTJET	Kimberly Boyce	GTAA	Hamilton Vincent De Paul
CONDOR	Uemit Menemenci	WESTJET	Kiran Ramlakhan	GTAA	Abdur Syed
CARRIBEAN	Tracey Cece	SWISSPORT	Jennifer Power	GTAA	Stephan Rouleau
EVA AIR	Robert Ho	TBH	Robert Coutu	GTAA	Michael Quelhas
EMIRATES	Beata Commisso	AGI	Mitch Dobbie	CBSA	Maria Pacheco
FLAIR Airways	Molly Atherton	AGI	Pierre Herbach	IATA	Amandine Gicquel

Agenda Items:
<p>AOC PORTION</p> <ul style="list-style-type: none"> 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 Guest Speakers: Sheraton Hotel <p>GTAA PORTION</p> <ul style="list-style-type: none"> Monthly OTP ITD Expansion to Interterminal Value – Add Study CBSA Cancelled Flights Process Safety, Security of Employees in Parking Garages Pearson Standards Update People Moving Devices, Data and General Updates Round Table / Questions

The meeting is the 5th of 2025, chaired by Javier Barreiro in the absence of Burak. Exceptionally, meeting was hosted by the Sheraton Hotel

AOC

- Minutes of Mar meeting reviewed and approved
- Log of issues updated and shared previously with all members **Refer to the “Log of Open Items”**

- **Subcommittees Update:**

Javier reminded the community about the importance of attending the “air carriers working group” meetings. Community participation is strongly encouraged to these meetings, given the importance of issues

- **FOD subcommittee:** Remove subcommittee due to lack of interest and move back to AOC. Ramp congestion part is tabled at AOSC
- **Safety Subcommittee:** Low participation was noted. A suggestion was made to move the subcommittee back to the EOC (Emergency Operations Centre) as it is an important forum for safety. Attendees are encouraged to report any impactful issues.

AOC Treasury and Social Committee Update

- **Golf Tournament Charity Event**

The golf tournament was very successful, raising over \$25,000 in sponsorships

Appreciation shoutout for all the organizers few changes made to the planning brought positive change

All payments collected prior to the meeting, THANKS to all the sponsors

Treasury separating the golf event from regular AOC funds. Still waiting for final bill to figure out the final charity collection

GUEST Speaker → SHERATON Hotel

Presentation by: Hariet Haitas

Hariet presented on behalf of the marketing team of Sheraton Toronto Airport Hotel & Conference Centre at 801 Dixon Rd, an overview of the hotel services and amenities available for airline passengers and crew.

Airlines seeking additional information, may contact Hariet Haitas

hariet.haitas@sheratontorontoairport.com

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.

High speed people movers → Johnathan Lock

Air carriers are raising concerns for both T1 and T2

Large carriers with larger airplanes arriving at Pearson at similar times/increased volume of pax at international arrivals corridors, during this time there is tremendous congestion that is aggravated by surrey’s

- The first concern is communications with the AOC membership when the high-speed people over that has been OTS for a long time will be removed to gain real estate in the area for passenger/surrey traffic
- Second concern on the arrivals segment International towards CBSA – 2 out 3 people movers are OTS with a return to service date of June 20th that already passed, no new information when it will be ready and back into service.

Issues with ITD on T3 → Action Item For Dan Riddle

Passengers arriving outside SPIL hours of operation proceed to SPIL to find it closed. There was an

understanding by the Airport community of someone (TSR) from GTAA who will manage that process to avoid long walking distances to SPIL when closed

- This is aggravated with very confusing signage on the T3 (AT) arrivals level.

Bus availability for IFC carriers → Action Item For Glen Henderson

Multiple carriers operating at IFC have reported issues with BUS availability, especially from T1 to IFC and vice versa. Carriers claim that although buses are there to comply with the one every 15 min departure, the number of passengers is such that sometimes they must wait for bus number 2 or 3, increasing waiting times to 30 to 45 min for a bus to/from the terminal.

Item raised at high priority, as this has caused carriers flight delays, impacting OTP and misconnects on the arrivals.

- Request to increase bus frequency between the hours of 1500-1800 where there are multiple wide body aircraft operating at the same time

Meetings Schedules → Action Item For Dalia Wells

Meetings Schedules: Suggestion for meetings like the “Air Carrier Working group meeting” is to give plenty of heads up to the participants on what is to be discussed. Being the only forum, the air carriers will have to understand changes to the GH licensing program, they might have the need to include support people like the Corporate real estate people/procurement/contracts, etc

GPU → Action Item For Michael Quelhas

- Gate 173 GPU – multiple failures and a secondary portable GPU not available at the gate. Multiple items get called, fixed, then GPU trips again.
- Gate B12 – a few calls regarding GPU tripping as well as PCA malfunctioning.

Pearson Standards Infractions → Action Item For Abdur Syed

Concerns on the notification of failures from the Pearson standards, two carriers advised they only learned of an infraction several weeks later via invoicing. Community would like to see faster communication from the Pearson standards team so things can be researched properly by the carrier/GH

GTAA briefing / presentation

*For details on GTAA , please refer to the “GTAA presentation” shared with the minutes
For inquiries, please reach out to presenters*

Ground Handling Licenses:

Important separate meetings for T1 and T3 are planned regarding the renewal of ground handling licenses are scheduled for July 8 and 9th. Attendance is a high priority, and corporate real estate representatives should attend if possible.

Changes to upcoming meeting with GTAA representation:

Sue is transitioning to a new role, and Dean Wright will be the new GTAA representative. Katie will provide administrative support during this transition.

Next Meeting

Next meeting: 30 JUL 2025

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