

Airline Operators Committee

October 29, 2025



Agenda

<u>Topic / Activity</u>	<u>Timing</u>	<u>Key People</u>
Monthly Review of OTP	5 mins	Wayne Finkle
Baggage Service Update	10 mins	Dan Riddle / Mike Dyl
SSBD RFP Update and IT Baggage Updates	10 mins	Logini Sivadasan/Juan Rojas
PBB Data/Bridge Data General Updates	10 mins	Michael Quelhas
PMD Updates	10 mins	Jonathan Lock
Terminal Updates	10 mins	Amaury Godin/Brittany Mitsiopoulos
Winter Readiness	20 mins	Wesley Vahrmeyer/Susan Peric
FIFA Readiness	15 mins	Kelly Caldeira

On-Time Performance



Airline Scorecard : ALL

9/1/2025 - 9/30/2025

Color Legend:	OTP	IBD	Check-in
Green	> 70%	> 85%	> 95%
Yellow	50% - 70%	80% - 85%	90% - 95%
Orange	30% - 50%	75% - 80%	85% - 90%
Red	≤ 30%	≤ 75%	≤ 85%

Terminal

All

Airline ICAO(s)

All

Specify Date

9/1/2025

9/30/2025

Interval

Monthly

Apply all

* = Airline Partnership Agreement Metric

KEY PERFORMANCE INDICATORS (KPIs)	TOTAL PERFORMANCE	TREND
On-Time Performance (OTP) % of flights arriving & departing ±15 mins of slot time Target 70%	70%	
Arrival OTP % of flights arriving ±15 mins of slot time Target 70%	60%	
Departure OTP * % of flights departing ±15 mins of slot time Target 70%	80%	
Inbound Baggage Delivery (IBD) * % of flights with last bag delivered ±30 mins NB & ±50 mins WB Target 85%	76%	
Narrowbody IBD % of flights with last bag delivered ±30 mins Target 85%	78%	
Widebody IBD % of flights with last bag delivered ±50 mins Target 85%	64%	
Check-in Performance * % of passengers with wait time ≤15 minutes Target 95%	92%	
No Crew Events # of arrival gate delays due to absence of ground crew	555	

Data Advisory (if applicable)

Sep-2025 Check-in: Due to system outage, no data is available from Sep 21-23

Data Sources: ACDM, BROCK IBD Ground Handler, XOVIS WT, EXCDS Taxi In, ATM NP Gate Holds, ATM NO Arrival GH Terminal Operations
For questions contact: operationalperformance@gtaa.com

Sep-2025

Overall Performance
(Arrival OTP, Departure OTP, Narrowbody IBD, Widebody IBD & Check-in)

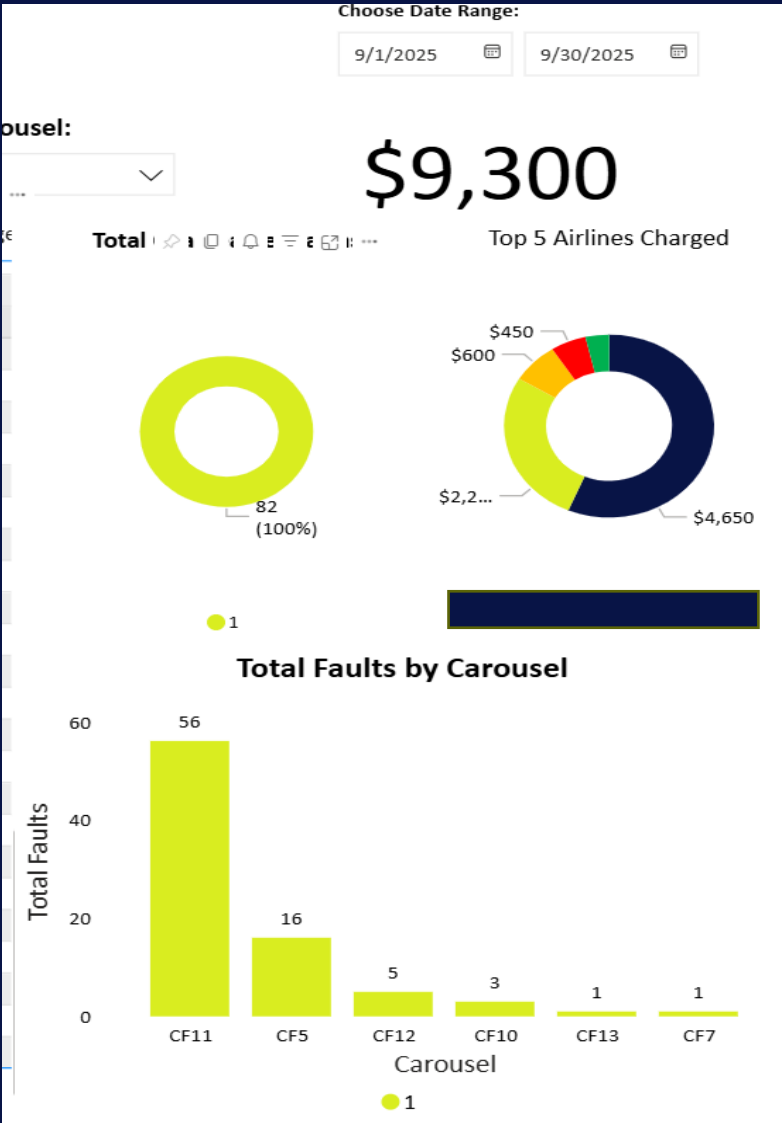
75%

Zoom Out

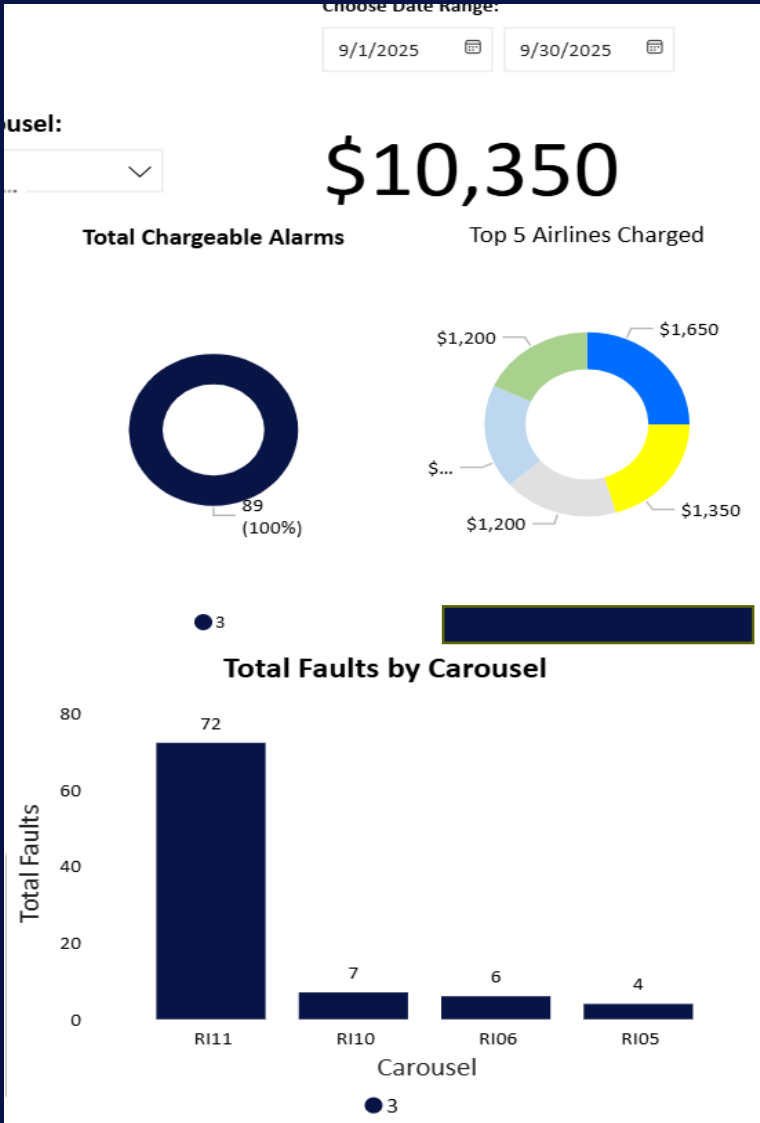
Baggage Services Updates

Carousel Management – September Charges

- Terminal 1



- Terminal 3



** Airline specific data removed. Will reach out to each airline individually.

Construction Progress

- Terminal 1

- OSO1-4 – Slated to return to service on November 3rd
- OSO2-13 – Scheduled to be replaced starting on November 10th, returning December 8th
- GCI Oversize – Scheduled to be replaced in January 2026
- Carousel CF6 – Tentatively scheduled to be replaced starting in January 2026

- Terminal 3

- OS6 – Slated to return to service on November 21st
- OS7 – Scheduled to be replaced starting on November 24th, returning December 19th
- Carousel CI4 – Slated to return to service the first week of December.
- Carousel CD1 – Tentatively scheduled to be replaced started in January 2026

SSBD RFP Update

Project Scope

- Replace all SSBDs (Self-Serve Bag Drop) in T1 and T3 with the current versions of industry standard SSBDs, inclusive for hardware and software.

Current Status

Contract Negotiations:

- Contract Signing – the week of October 27th

Next Steps

- Working Group – November
- Airline Consultation – November
- Design and Procurement – November
- Replacement of SSBDs in T3 – 2026, 2027
 - ☐ Start with T3 TB SSBDs in Q1 2026
 - ☐ Remaining T3 SSBD in 2026/27
- Replacement of SSBDs in T1 – 2027, 2028



IT Baggage Updates

Updates:

- SmartClear Update
 - BIWIS Go Live – T3 – Oct 1st, T1 – Oct 2
 - ITD Go Live – T1/T3 Oct 14
- Oversize Baggage Scanning & Carry Down
 - Ongoing discussions with CATSA regarding the go-live date

PBB Data/Bridge Data General Updates

PBB Training Completed Oct 6th – Oct 9th

- Oshkosh PBB Manufacturer on site for both classroom and hands on PBB training
- Hands on completed on Oshkosh PBB C34 or C30 at the conclusion of the two hours of classroom
- Training certificates issued
- Positive feedback received from those in attendance.
- Now the homework begins, stay close to your PBB Master Trainers to ensure what they learned can be shared with your PBB operators.



Sample of certificate provided to each participant

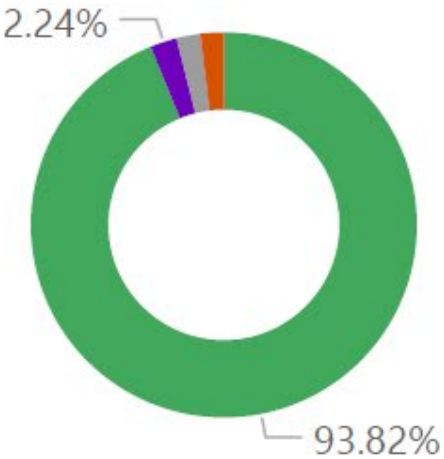
PMD Updates

Escalators, Elevators and Moving Walkways

October 29, 2025

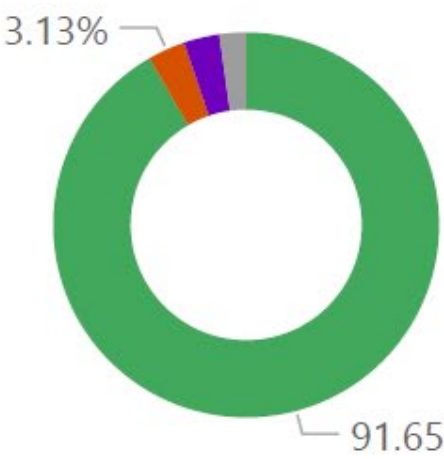
Service Availability for September by Terminal

Terminal 1 Connected Unit Status



Status ● Operational ● Operational_U... ● Unknown ● Fault

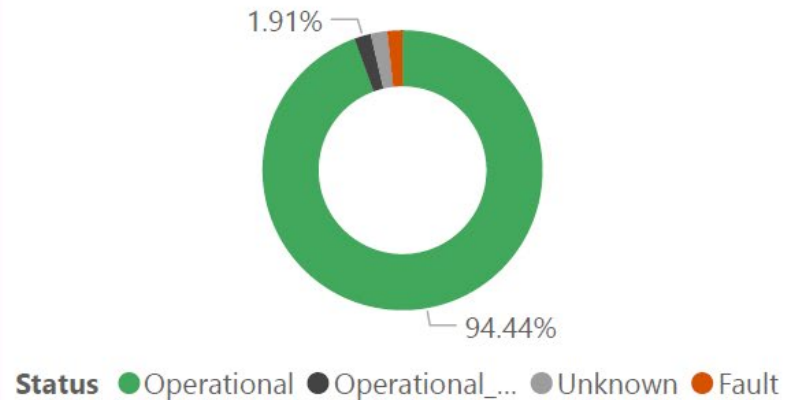
Terminal 3 Connected Unit Status



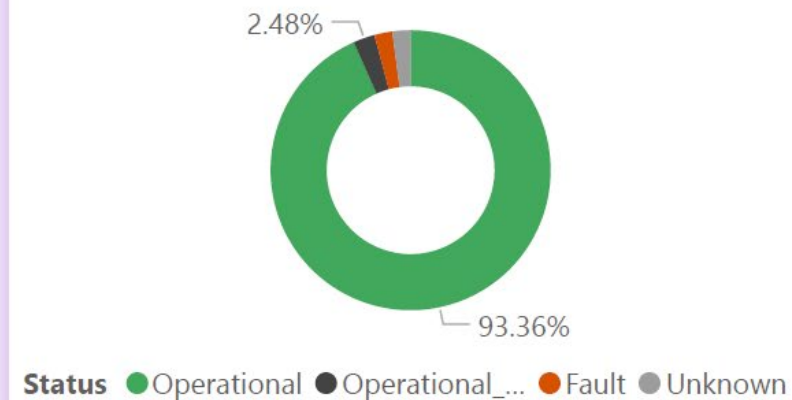
Status ● Operational ● Fault ● Operational_U... ● Unknown

Terminal 1 Status

Terminal 1 Connected Unit Status (Elevator)



Terminal 1 Connected Unit Status (Escalator)



Units 100%-95% Operational

149

Units 95%-80% Operational

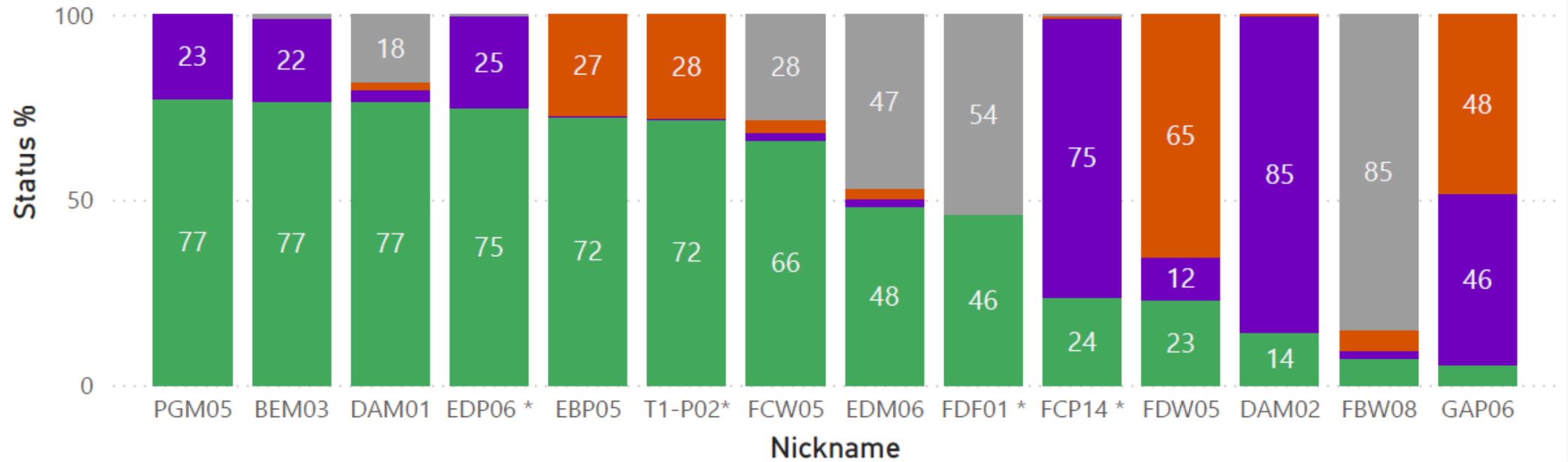
33

Units >80% Operational

14

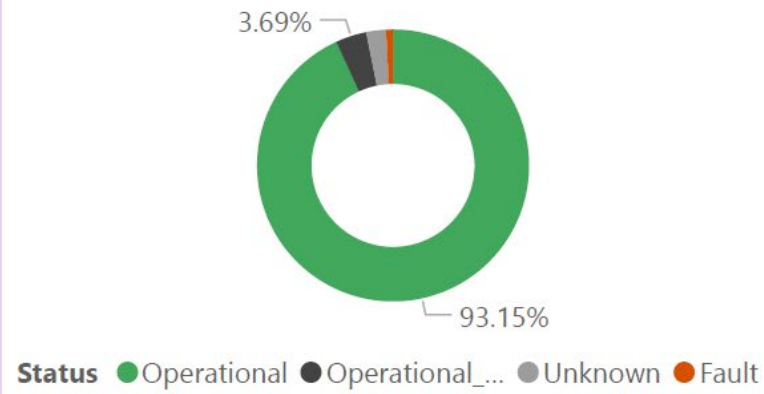
Units less than 80% Operational

● Operational ● Operational_Unavailable ● Fault ● Unknown

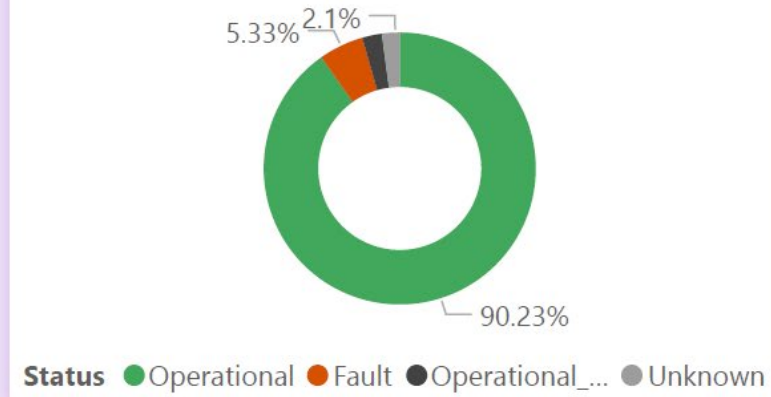


Terminal 3 Status

Terminal 3 Connected Unit Status (Elevator)



Terminal 3 Connected Unit Status (Escalator)



Units 100%-95% Operational

82

Units 95%-80% Operational

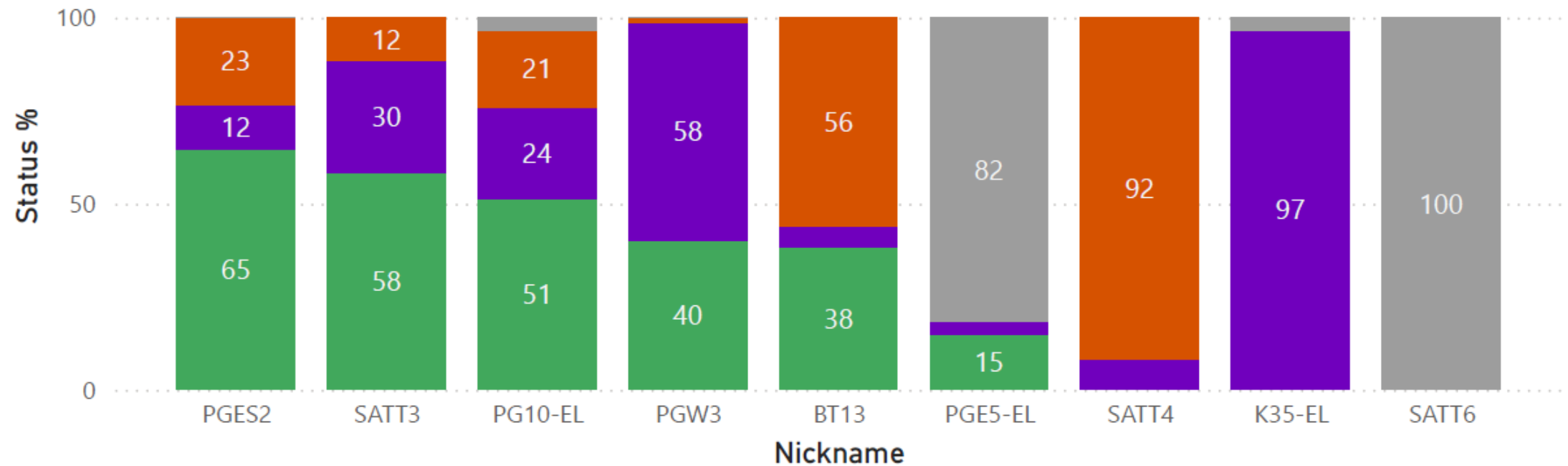
32

Units >80% Operational

9

Units less than 80% Operational

● Operational ● Operational_Unavailable ● Fault ● Unknown



Terminal Operations Updates

Terminal Operations Updates

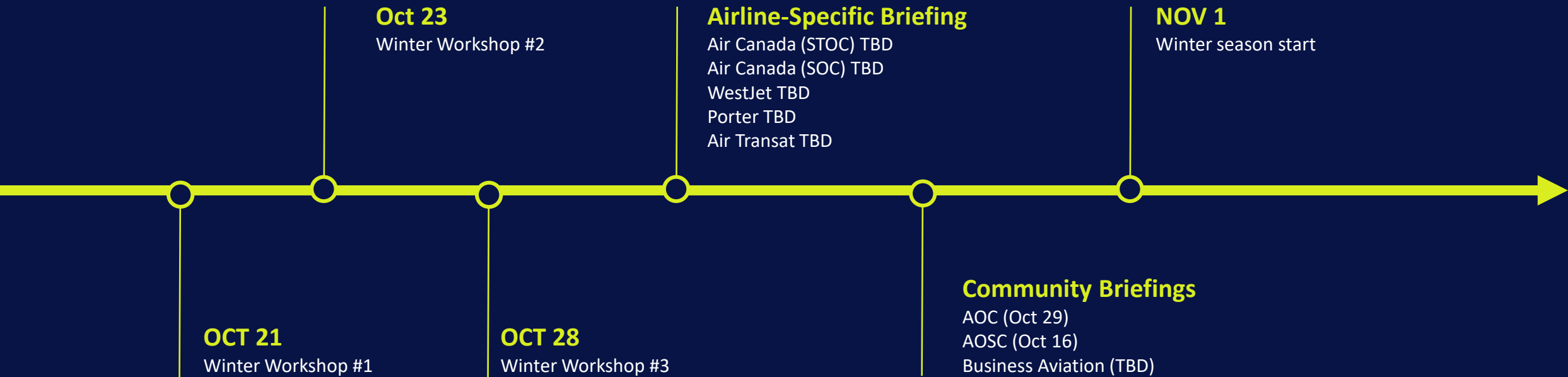
- Sheila Tran, Manager, Airline Operations, started on October 1st and will be reaching out to each airline to schedule an introductory meeting.
- Terminal Service Representative (TSR) and Service Standards Officer (SSO) roles will be consolidated into a new, unified Terminal Officer (TO) position, effective **November 19, 2025**.
- Over the coming weeks, you may see Terminal Officers shadowing existing TSRs and SSOs or engaging directly with your teams to familiarize themselves with ongoing processes and priorities.

Winter Readiness

Timeline

Change in Workshop Platform

The GTAA is reducing the number of Winter Workshops from 6 to 3 this year with a focus on ensuring alignment via knowledge checks.





Winter Operations Readiness

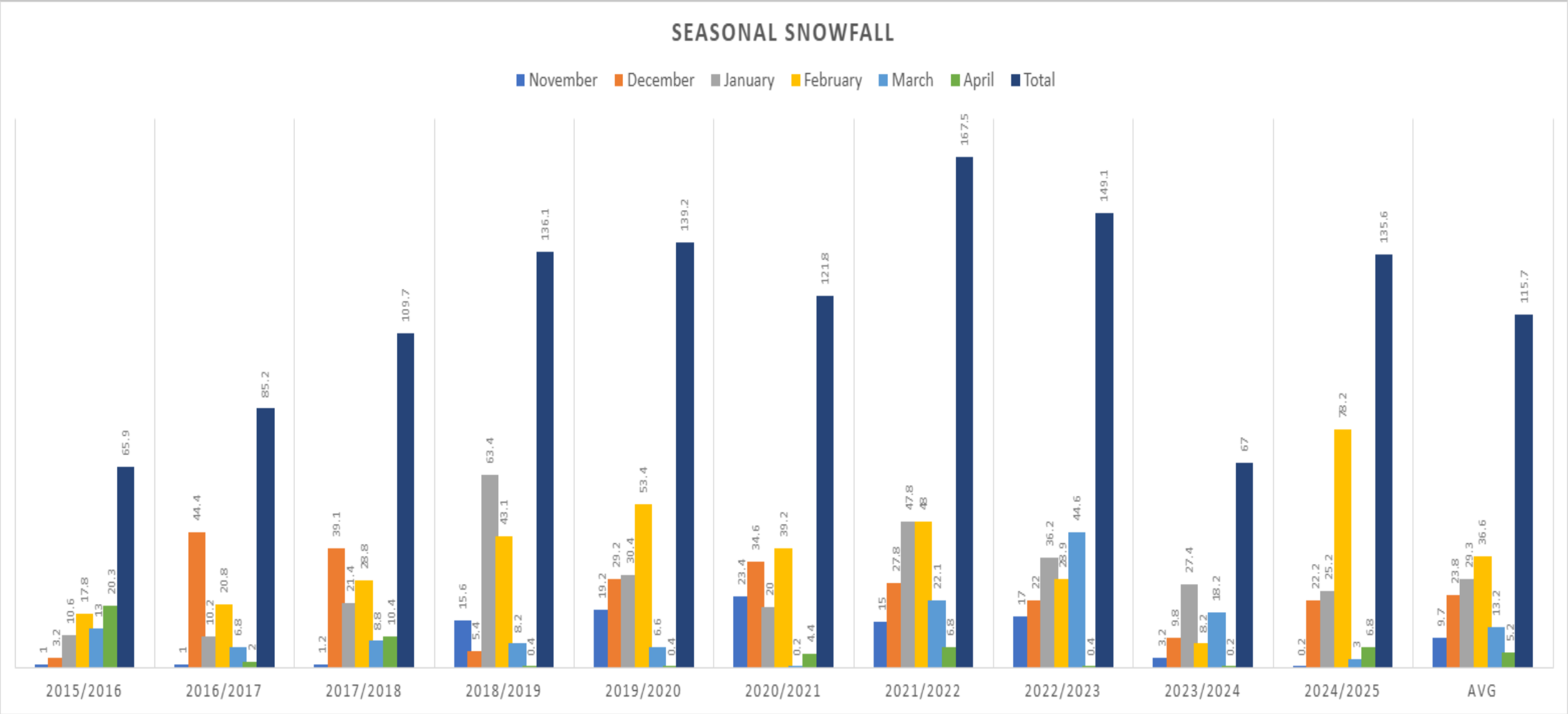
- Previous season learnings
 - 16 D-TMIs snow related & 5 1A related D-TMIs
 - 5 post-storm debriefs (events combined into the 5)
- Challenges
 - 135.6cm of snow accumulation
 - Visibility/awareness of staffing shortages
 - Engine ice shedding locations
 - Request for earlier posting of D-TMI rates
 - Request for passenger metering when there are major disruptions
- Pre-season Winter Operations briefings/workshops
 - Internal ADM/MO/Shift Managers
 - External airline/ground handler
- Pre-event planning
- Post-event debriefs



Farmer's Almanac Winter 2025-26 Forecast



Seasonal Snowfall Total – YoY (cm)





Slot Coordination Parameters

Increased Movement Limits

Total hourly movement limits rose from 75 to 80 to accommodate higher traffic and improve throughput during peak hours. (85 including BA)

Arrival and Departure Caps

Arrival and departure limits increased from 44 to 48 and 50 respectively, reflecting capacity adjustments for peak periods.

Passenger Processing Capacity

Terminal international arrivals limits increased significantly for both AM and PM periods, enhancing passenger throughput. In T1 limits have increased by 20.45% and in T3 by 11% vs 2024.





Slot Coordination Parameters

RUNWAY CAPACITY *

Period	Day of Week	Total Hour Limit	Arrival Hour Limit	Departure Hour Limit	15-Minute Limit
October 26, 2025- March 28, 2026	1234567	80	48 (1500-2029); 44 all other hours	50 (1500-1959); 44 (2000- 2359); 46 all other hours	23 (1500-2059); 22 all other hours

Total movements per hour is 85 with Business Aviation (BA) having a minimum of 5 slots per hour.

*Rolling hour, 15-minute intervals

PASSENGER PROCESSING CAPACITY

Sector/Bound	Terminal 1			Terminal 3		
	Arrivals		Departures	Arrivals		Departures
	AM	PM	All Hours	AM	PM	All Hours
International	2650	3140		1600	2060	
Transborder			1650			950

Although these passenger processing limits are static numbers across many hours, the GTAA is aware of airline schedule bank structures. The GTAA will allow for discretionary peaking in some hours with a maximum passenger wait time of 45 minutes, if the subsequent hour(s) limits are lowered to provide a fire break, while maximum daily limitations are not exceeded.



Deicing Operations

Staffing Enhancements

In 2025–26, 22 new seasonal specialists were recruited with structured return dates, staffing is consistent with 2025.

Equipment Investment

The 2024–25 season introduced 15 new deicing units, replacing older units reaching end of life.

Operational Consistency

Both seasons maintained a 6-pad operation baseline and consistent training ensuring safety and efficiency.



Airfield Operations

Chemical Products Usage

Potassium Acetate, Sodium Formate, and Runway Sand are key chemicals used in airside winter operations to ensure safety and effectiveness.

Emphasis on Cold Weather Effectiveness

In 2025–26, there is increased focus on chemical performance in colder temperatures to improve operational reliability.

Forecasting Tools Integration

Forecasting tools like HubWx and RWDI support day-of and planning decisions, enhancing data-driven winter operations management.

Safety and Community Awareness

Enhanced community awareness and communication strategies help prevent slip and fall incidents during winter conditions.



New/Additional Resources for the 2025/26 Winter Season

- 9 – New hire seasonal Airfield Surface Maintenance Specialists (ASMS)
- 5 – ASMS Term positions – winter
- 5 – Front-mounted Sweepers
- 10 – $\frac{3}{4}$ tonne Airfield spec pick-ups
- Temporary Fueling cubes – Apron Staging Area and Central Park





Apron Operations Potable Water Draining

- Per GOM, potable water draining or overfilling from aircraft in sub-freezing temperatures is not allowed on the apron
- Potable water can be drained indoor (hangars) or at designated locations from maps provided in GOM 3.7 Chapter D-4.9.
- Aircraft that drain from multiple locations may drain water at the Central Deicing Facility under the following requirements per GOM 3.7 Chapter D-4.10:
 1. Prior permission from CDF Shift Manager required
 2. Will not possible during active deicing operations
 3. OAT below freezing
 4. Can tow or taxi to CDF
 5. Personnel on aircraft must remain onboard
 6. Advise amount of water to drain off and estimated drain time
 7. AOC must be advised once all details known prior to commencing relocation to CDF



Hardstand Bussing - *Readiness*

- Staffing levels exist for emergency operational support including 1C, 1D and APM outages. May be able to execute a hardstand with a delayed response time
- Bussing team maintaining a 24/7 profile
- With IFC operational with 11 stands less likely hardstands needed
- AVIRamps, Airstairs and MediLift operated by bussing team for all operations

ASSAIA- APRONAI For Stand Monitoring

- ASSAIA will be used to monitor and determine accessibility to stands for snow clearance
- Visibility will be provided for the Apron Clearing team to allow them to prioritize stands for cleaning based on flight information
- Collaboration with the Airport Flow Managers and the Apron team will remain

175 ACA887 • ACA840 Today, 13:13 - In Progress

TURNAROUND IN PROGRESS 23% 02H 27M REMAINING

Operations Safety

333 • CGEGC • 940

ACA887 ACA840

VIE → → FRA

ARRIVAL		DEPARTURE	
SIBT	13:55	POBT	16:27
ALDT	13:09	SOBT	16:25
AIBT	13:13	TOBT	16:25
		TSAT	-
		AOBT	-

175 • ACA840 • 23%

13:45:03



Terminal Operations / Passenger Experience

Enhanced Operational Oversight

Introduction of a new Terminal Officer role offers sector-specific oversight to improve operational management.

Autonomous Cleaning Deployment

Deployment of autonomous cleaning equipment in Terminals 1 and 3 enhances terminal cleanliness and efficiency.

Expanded Welcome Team

The Welcome Team grew from 230 to 310 members, improving passenger customer service and assistance.

Technology-Driven Baggage Management

Introduction of baggage cart demand dashboard leveraging AC data improves baggage handling coordination with airlines.

Groundside Operations & Parking

Winter Preparations:

- Regularly exercise of key contingencies (APM, Bussing, etc..)
- Removal of **roadway markers**, support snow removal and focus on mobile enforcement (mid-November)
- Advanced and day-of communications for not parking on shoulders and promote the Cell Phone lot and review of VMS messaging
- **Free car boosts** conducted by Indigo within the garage. Boost required curbside by Bill and Son will require a charge.
- Ongoing promotion with parking initiatives such as dynamic pricing and advanced reservations.
- **Indoor Taxi/Limo queuing program** to be implemented as per the cold weather contingency.
 - Below – 5 degrees, -10 windchill or greater than 5min.
 - Terminal 1: Door C Arrivals (Limo) and Door D Arrivals (Taxi)
 - Terminal 3: Door F Arrivals (Limo & Taxi)
- Collaborate with Groundside Maintenance for **snow removal**.

Government Agencies

CBSA

- Systematic Fingerprint Verification (SFV) will be introduced on PIK in November This should reduce referrals by 30%
- ITD onboarding process has resumed and will continue through the winter

USCBP

- Introduction of Enhanced Passenger Processing for US passport holders
- Seamless Border Entry has reduced processing times for eligible passengers (Nexus / Global Entry)

CATSA

- Introduction of CT technology has increased throughput and reduced lost items
- Continuation of oversize upgrades to CT technology
- Level 2 PBS hours are being finalized to accommodate volume



Baggage Operations

Refined IRROPS Storage Plans

The 2025–26 operations enhanced irregular operations storage to better manage peak baggage loads efficiently.

Airside Staging Prioritization

Priority was given to airside staging areas like T1 HHF Breezeway and storage tents to reduce baggage hall congestion.

Infrastructure Enhancements

Permanent heating in Terminal 3 Pier C and new roll-up doors improved baggage handling environment and access.

Operational Coordination

Coordination with service providers and strategic staff placements supported efficient baggage flow during peak times.





Infrastructure Maintenance

HVAC and Ice Prevention

Upgrades in HVAC and an Ice Plug Prevention Project improved heating efficiency and prevented freeze-ups in critical areas.

Baggage Roadway Heating

Terminal 3 received a heating upgrade including new air curtains and heaters to enhance baggage roadway operations.

Maintenance Campaigns and Staffing

Washroom blitz, door maintenance campaigns, and increased 24/7 staffing ensured continuous operational reliability.

Technology Enhancements

Implementation of Metasys and Maximo Mobile improved fault detection and work order management efficiency.



FIFA Readiness

Games Overview

Tournament runs from **June 11** (Opening in Mexico) to **July 19, 2026** (Closing in Newark, NJ), Toronto matches run from June 12-July 2, 2026

Team Selections

- Draw is scheduled for December 5, 2025; at which time we will know who will be playing here

6 Matches hosted in Toronto Over a 22-Day Window

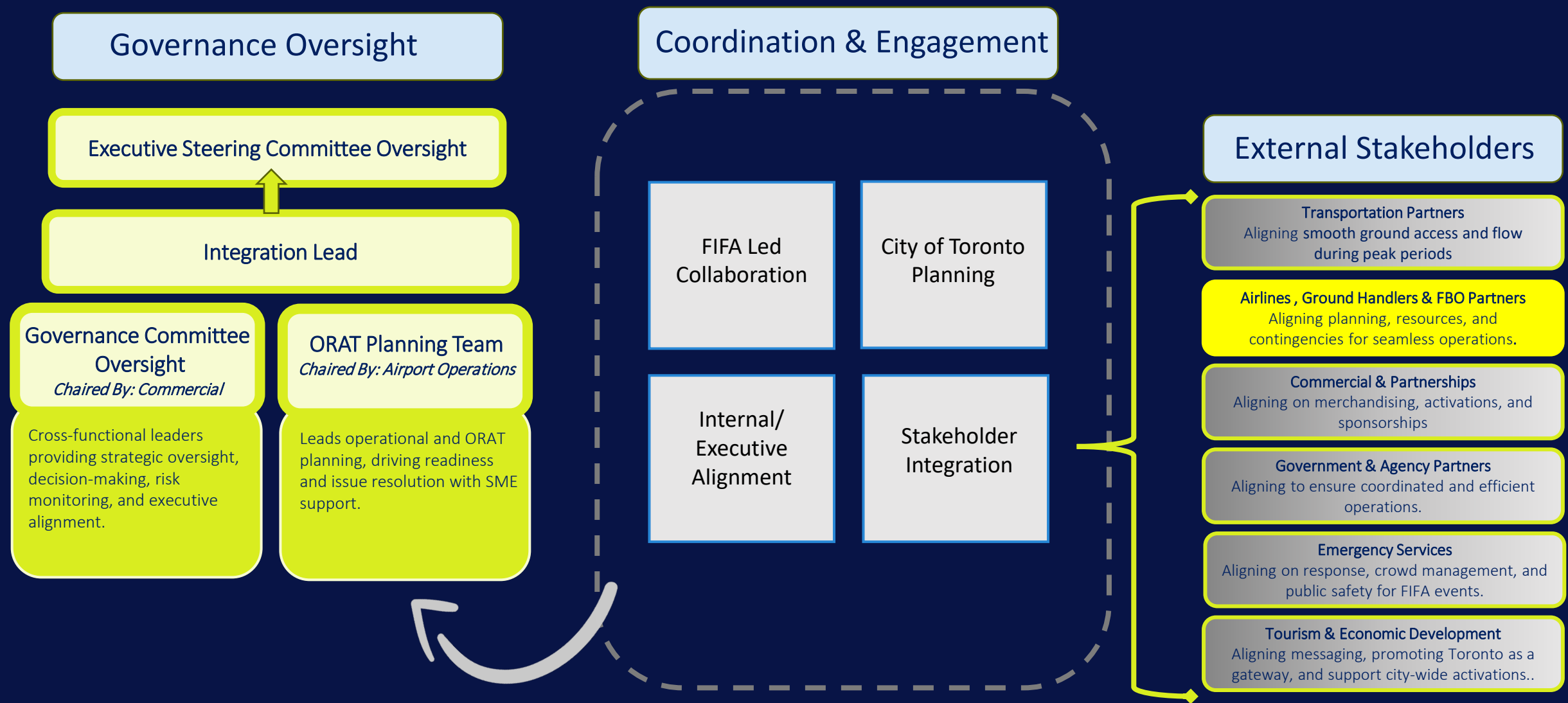
- Toronto matches to be hosted at Toronto Stadium (formerly BMO Field); all games will be in the group stage with one in the round of 32 (no finals).
- Canada's Men's National Team will kick off Toronto's first match on June 12, 2026, arriving in the city 5 days prior to kick off

What's Different for the 2026 World Cup Games?



Governance & Engagement Framework

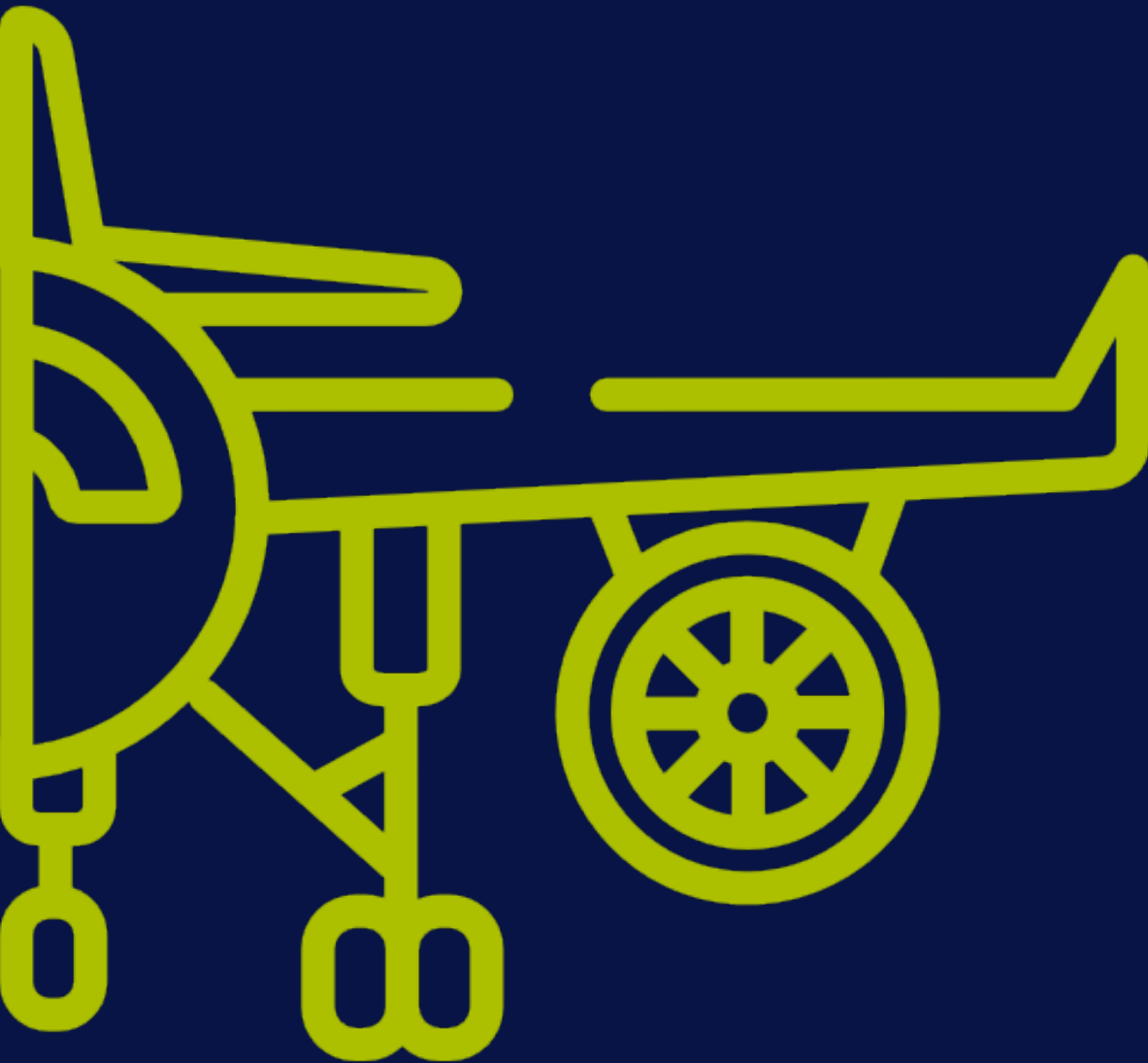
Integrating governance oversight, operational planning, and stakeholder engagement to ensure coordinated readiness across all functions



Planning efforts, including recent internal operational workshops, will inform both the internal Operations Plan and upcoming stakeholder working group sessions, ensuring alignment, coordination, and readiness across all functions.

Airline Readiness Focus Areas: FIFA World Cup 2026

Building awareness of key readiness themes that will guide future planning and coordination



Operational Planning & Readiness

Event period operations and resource planning



Passenger Experience

Passenger communication and multilingual support



Irregular Operations & Contingency Response

Delays and disruption response



Partnership Coordination & Communication

GTAA, ground handlers, aircraft services

Thank You

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