

Toronto Airline Operators Committee

Meeting Summary

Date: 30 APR 2025 **Time:** 11h30 **Location:** Pyramid Room **Meeting #:** 4/11
Chair: Burak Aydemir **Co-Chair:** Javier Barreiro **Minutes by:** Yolla Nehme

In Attendance					
Organization	Name	Organization	Name	Organization	Name
AF KLM	Wendland, Christina	EMIRATES	Beata Comisso	CASS	Jack Catney
AF KLM	Nehme, Yolla	Fly Air North	David Walker	ASP	Noman Butt
AMERICAN	Javier Barreiro	FLAIR AIRLINES	James Nu	CATSA	Gordon Kenny
AIR TRANSAT	Judith Macdonald	ITA Airways	Sameer Irshad	GTAA	Glen Henderson
AIR CANADA	Vincenzo Delorenzo	PORTER	Sofiya Maksymchuk	GTAA	Larry Shack
AEROMEXICO	Cesar Alvarenga	SUNWING	Nadia Raspa	GTAA	Katie Murley
AVIANCA	Jason Mora	SAUDIA	Faiza Sabah	GTAA	Renita Luis
ALASKA AIR	Anisah Khan	TURKISH	Kerem Akyuz	GTAA	Antonia Brozic
CATHAY PACIFIC	Burak Aydemir	WESTJET	Kimberly Boyce	GTAA	Sue Peric
COPA AIRLINES	Jose Savid De Andrade	SUNWING	Nadia Raspa	GTAA	Stephan Rouleau
CARRIBEAN	Tracey Cece	UNITED	Lee Whitlock	Transport Canada	Kevin Yong
CONDOR	Umit Menemenci	GTA Dnata	Dahiana Velez	Transport Canada	Allister Santamaria
DELTA	Billy Ziakoulis	SWISSPORT	Jennifer Power	IATA	Amandine Gicquel
ROYAL JORDANIAN	Samer Alshrouf	TBH	Robert Coutu	CBSA	Maria Pacheco
EVA AIR	Robert Ho	PRIME FLIGHT	Ken King	CATSA	Gordon Kenny

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: American Airlines- DEI initiatives <p>GTAA PORTION</p> <ul style="list-style-type: none"> Monthly OTP OSS Follow Up PBB data / Bridge Training Update Custodial Update by Stephan Round Table / Questions

Meeting is the 4th of 2025, chaired by Burak Aydemir, Co-Chaired by Javier Barreiro in the absence

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” document for the list of items.*

AOC Treasury and Social Committee Update

- Financial Update: Available funds: \$18,400 (includes golf payment)
- **Golf Tournament Charity Event Reminders**
 - **Payment:** Must be made before attending; no on-the-spot payments
 - **Sponsorship:** \$17,000 secured with early sponsorships. Seeking additional sponsors aiming to increase charity funds

Planning underway for a year-end get-together; participants must be paid members.

GUEST Speaker → AMERICAN AIRLINES

Presentation by: Javier Barreiro **Topic:** DEI Initiatives

AA has in place 3 groups of our employees with the task of advancing diversity, equity and inclusion initiatives in the workplace.

- **Professional women in aviation group** supporting of advancing the career of women in aviation.
- **Black professional network group** supporting Black team members
- **Multiculturalism group:** covers broader diversity initiatives

These groups usually have localized events that are restricted to American Airlines employees and looking this year to expand to include different groups from other organizations that have similar interests and have a day of networking.

AA has partnered with GTAA with the Diversity, Equity and Inclusion office of GTA, and looking to expand the partnership to other organizations

Objective: Host networking events by matching AA's groups with similar external organizations.

Organizations interested in joining in collaborative events to contact: javier.barreiro@aa.com

GTAA briefing / presentation

Presentation and info shared by GTAA

- Monthly OTP by Sue Peric and Damian Boucaud
- OSS Follow Up by Renita Lewis
- PBB data / Bridge Training Update by Michael Quelhas
- Custodial Update by Stephan Roulea and Abdur Syed

- **BRIDGE Master Trainer**

Training sessions planned for June and September emphasis on regular training. **Next training:** June 2nd
Sessions are a full reset training proposed twice a year, to include training on live bridges

GTAA PBB Process Improvement Initiatives:

Build a call data system for training focus

Quantify the impact of bridge issues and operational disruptions.

Set up a working group to address common issues

- **OSS:** GTAA confirmed PTM option as identifier is not in use at any Canadian airport.
GTAA IT department is exploring PTM as an option, and require airline participation for various tests
AFKL volunteered to collaborate with GTAA as a pilot project
- **Sue:** Thanked the community for handling the T1 incident professionally and for the outpouring calls for support
- **Stephan:** Announcement his retirement plan for June. 2025

- **CASS Update:** GTAA is working on the amendment of the contract covering carry down per scanned piece and the carousel management. Major amendment to the contract is making carry down optional service.

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

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.

- **Pending Arrival Signs:** Awaiting completion
- **Transborder Gate Storage:** Cabinets ordered; expected in 4 weeks.
- **CASS:** Discussions ongoing, led by Burak.
- **Bridges:** Issues at Gate #81 is pending,
Issues with auto-leveling, cable problems, and GPU functionality on certain bridges.
Although long-term plan for full replacement of the gates is in progress, AOC to engage GTAA for priority action
- **Washroom Cleanliness:** GTAA to Increase cleaning service by 10%
Implementation of a "call for service" button in washrooms.
Monitor feedback on the new system and consider expanding it.
- **NPS Testing:** AOC interested in ongoing test results. Update requested from GTAA
- **FOD and Logistics:** Challenges with bin placement and spillage discussed; continued focus at AOC and AOSC levels.

Porter: Issues with door operations and staff ID suspensions

Emirates: Escalator 173 out of service, affecting passenger offload.

Sunwing: KIOSK issues damaging passports; plastic covers catching.

Swissport: Baggage handling inefficiencies; belt repainting needed.

Next Meeting

Next meeting: May Meeting cancelled due to operational commitments

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