

Toronto Airline Operators Committee

Meeting Summary

Date: 26 MAR 2025
Chair: Burak Aydemir

Time: 11h30
Co-Chair: Christina Wendland

Location: Pyramid Room
Meeting #: 3/11
Minutes by: Yolla Nehme

In Attendance					
Organization	Name	Organization	Name	Organization	Name
AF KLM	Wendland, Christina	FLAIR Airways	Molly Knudsen	CASS	Jack Catney
AF KLM	Nehme, Yolla	FLY AIR NORTH	David Walker	GTAA	Larry Shack
AIR TRANSAT	Judith Macdonald	ITA Airways	Sameer Irshad	GTAA	Damian Boucaud
AIR CANADA	Vincenzo Delorenzo	LUFTHANSA	Daniel Serrano	CATSA	Gordon Kenny
AIR CANADA	Param Kainth	ROYAL JORDANIAN	Samer Alshrouf	GTAA	Glen Henderson
AEROMEXICO	Cesar Alvarenga	SUNWING	Nadia Raspa	GTAA	Renita Lewis
AVIANCA	Jason Mora	PORTER	Sofiya Maksymchuk	GTAA	Mike Dyl
ALASKA AIR	Anisah Khan	WESTJET	Kimberly Boyce	GTAA	Katie Murley
CONDOR	Uemit Menemenci	WESTJET	Kiran Ramlakhan	GTAA	Antonia Brozic
CARRIBEAN	Tracey Cece	SWISSPORT	Kevin Carruthers	GTAA	Hamilton Vincent De Paul
CATHAY PACIFIC	Burak Aydemir	SWISSPORT	Giselle Nisble-Brown	GTAA	Sue Peric
DELTA	Billy Ziakoulis	PRIME FLIGHT	Ken King	GTAA	Stephan Rouleau
EVA AIR	Robert Ho	PRIME FLIGHT	Kevin Knudsen	GTAA	Michael Quelhas
EMIRATES	Beata Comisso	TBH	Robert Coutu	GTAA	Brittany Maxwell
FLAIR Airways	Ryan Corey	FASTENAL	Nico Caminade	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 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 MOU Emergency Assistance Hotel – Update Guest Speakers: Fastenal - Airport Vendor <p>GTAA PORTION</p> <ul style="list-style-type: none"> Monthly OTP Performance update Spring /Summer PMD & PBB outage road map PBB data and B27 Status update NPS-OSS update Common Handler update – CASS UPAK – Compactors Pilot Project

Meeting is the 3rd of 2025, chaired by Burak Aydemir, Co-Chaired by Christina Wendland in the absence of Javier Barreiro due to operational reasons

AOC

- Minutes of Feb 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.
- **MOU Update:** To be finalized in the coming week and shared with the community. New MOU is valid for one-year, effective 01 APR 2025.

AOC Treasury and Social Committee Update

- Financial Update: \$13,700
- Membership Fees: Members who haven't paid their fees for 2025 should reach out to Christina
- **Golf Tournament Charity Event:**
 - **Venue:** Same as previous years – Glen Eagle Golf Course, Caledon
 - **Date:** June 17, 2025
 - **Payment:** Must be made before attending; no on-the-spot payments
 - **Sponsorship:** Seeking additional sponsors for 2025 event aiming to increase charity funds

GUEST Speaker □ FASTENAL

Presentation by: NICO CAMINADE - Onsite Account Representative

FASTENAL presented as a current provider for various Pearson customers.

Overview: Fastenal provides consumables, office supplies, janitorial supplies, and material handling equipment

Technology: Fastenal offers vending machines, RFID technology, and inventory management

On-Site Model: Proposal for floor space at the airport to house and service inventory for all airlines

Members seeking additional info to contact Nico Caminade

Mobile: (647) 828-8903 | Office: (905) 565-0354

ncaminad@fastenal.com | GTAAToronto@fastenal.com | www.fastenal.ca

Please refer to the “Fastenal Presentation” shared with the minute

GTAA briefing / presentation

Presentation and info shared by GTAA

- Monthly OTP Performance update (Sue Peric / Damian Boucaud)
- Spring /Summer PMD & PBB outage road map
- PBB data and B27 Status update (Michael Quelhas)
- NPS-OSS update (Renita Lewis / Brittany Maxwell)
- Common Handler update – CASS (Mike Dyl)
- UPAK – Compactors Pilot Project (Glen henderson / Larry Shack)

*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.

Cleaning Survey: All members are encouraged to complete the cleaning survey to identify pain points and “Top Trending” issues. *Update to be given at next meeting.*

CASS Contract Issues: Pain points with program mainly with spike in cost, unjustified invoicing, lack of scanning mechanism and supporting data (issue tabled for T1 and T3)

-GTAA working on the amendment of the contract covering carry down per scanned piece and the carousel management.

-Major amendment to the contract going forward making carry down optional

-Meeting is scheduled for 27 Mar with CASS, outcome to be reviewed with GTAA then brought forward to ACC for approval. Target completion date, before the summer.

NPS New Regulations: Involved stakeholders continue to prepare for the phased implementation of enhanced 100% screening measures. Stress tests are ongoing to assess operational ability to meet these requirements.

OSS Identifier 31 Mar due date: GTAA originally accepted PTM as an interim solution, was later refused. Concern from carriers about readiness and the need for interim solutions, i.e. PTM Challenges with timeline for integrating barcode identifiers by air carriers and the associated cost.

-GTAA to respond to AOC on why YYZ is only airport in Canada pressing the OSS identifier.

-GTAA to reach out to other airports for further inquiries on local processes and deadlines.

-Air Carriers are pressing for PTM process as an intermediate solution, GTAA to follow up.

FOD issues are pending: UPAK bins are noted often as overflowing. Lack of proactive approach by UPAK to address overflowing bins during high wind advisories.

GTAA to continue with updates on the installation of new compactor bins and address cleanliness issues and wildlife mitigation at the waste transfer station.

Items tabled at AOSC

Elevator Issues: Concerns about broken elevators at specific gates.

Passenger Boarding Bridges: Specific issues with bridges like C34 and C27 were discussed, including movement training and safety switch problems.

-Preventive Maintenance: February's maintenance was impacted by weather; however efforts were made to catch up in March.

-Emphasis placed on the need for better training for ground handlers and bridge operators.

-Discussion on creating training videos to improve bridge operation. GTAA to revert to AOC

Transporter Gates Storage Facilities AA and other US carriers tabled the need to find a permanent storage solution for airlines operating at transporter gates.

Current process deemed counterproductive, increase staff checks time at the security checkpoint and inefficiencies at NPS.

Pearson OTP performance: January OTP (On-Time Performance) was 50%.

February faced significant challenges due to weather, resulting in only 5 clear days.

- Operational Challenges: High winds, cold temperatures, and frequent storms affected operations.

- Equipment Issues: Problems with PCA units and GPU cables were highlighted.

Next Meeting

Next meeting is planned for Wednesday 30 APR 2025

Location: Pyramid room and via Teams

AOC website link: www.yyzaoc.com