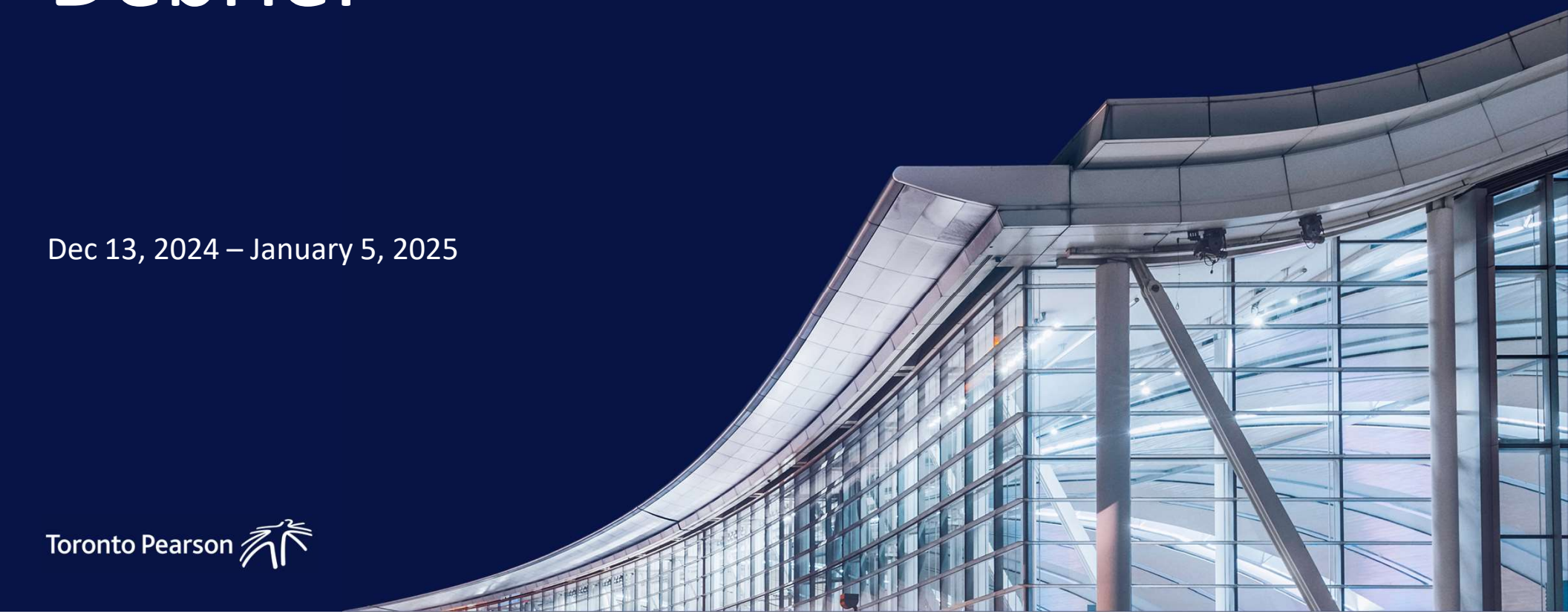
Winter Holiday Peak Period Debrief

Dec 13, 2024 – January 5, 2025



Toronto Pearson

Executive Summary

- Overall, the 2025 Holiday travel season was successful moving passengers to their destination with minimal disruption.

- Tabletop exercises and planning meetings with key partners including airlines, ground handlers and agencies enabled stronger integrated planning and timelier implementation of contingencies when required.

- There were a total of 10 “A” days with an uplift in resiliency staffing (including the Welcome Team) as well as volunteers from the Passenger Care Team that came in to assist during the peak morning and afternoon operations.

- Activities to mark the festive holiday season, including those provided by partners took place to help alleviate travel stress and to help bring joy to the travel experience.

The Holiday Peak Period Demand

930	60%	0.5%	116k	122%
Average Aircraft Movements	**Departure OTP**	**YoY increase in Passengers**	**Bags handled on our busiest day**	**YoY increase in Aircraft Deiced (Dec 20-Jan5)**

Performance Summary

- Weather created challenges to the operation on certain days, causing aircraft diversions, staffing constraints and increased pressure on operational processes due to cancellations and rescheduling of flights and passengers.

- Contingencies and resiliency planning worked effectively, reducing impact on passengers.

- Some ground handlers faced operational challenges

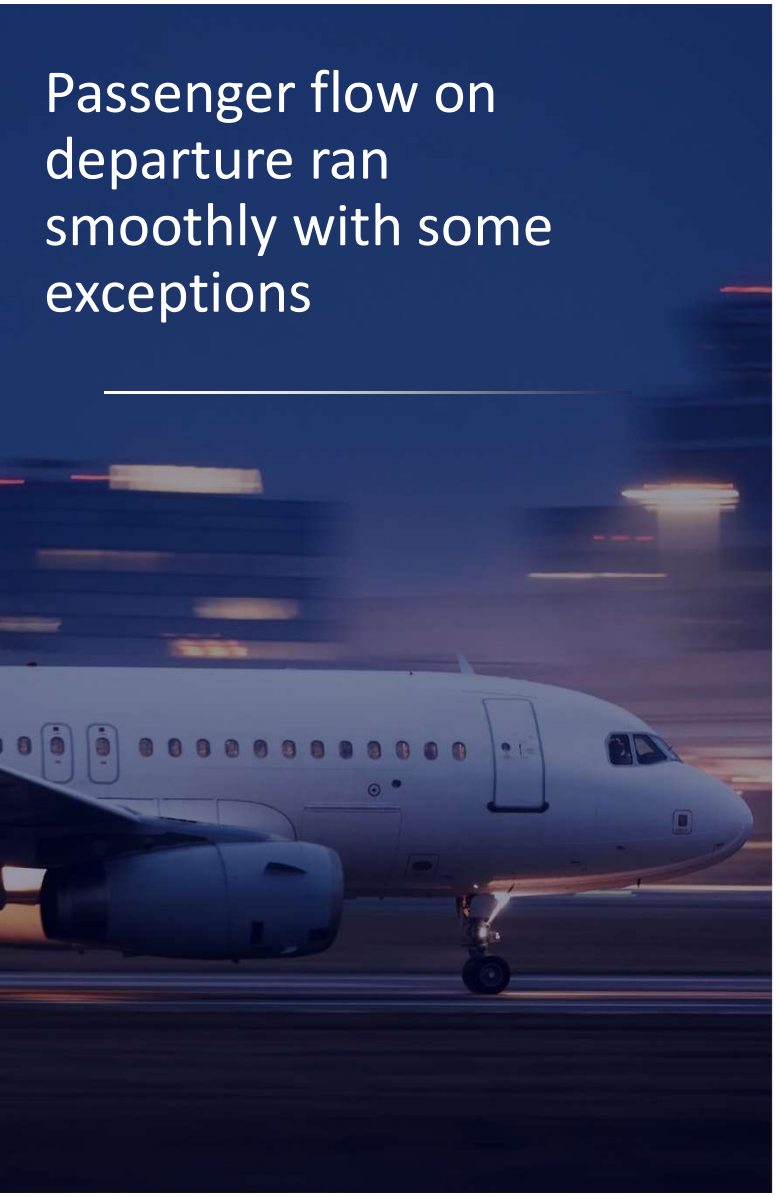
- A major IT incident occurred due to global SITA outage impacting check-in and baggage induction. Swift contingency measures and coordination with airlines minimized impact on operations.

- Due to a significant increase in bags handled in Terminal 3, the baggage handling system experienced a few issues requiring quick intervention and contingency implementation.

- Agencies performed well during the holiday period, with only a few notable events, mostly due to weather-related changes in passenger volumes.

Terminal Operations

Hamilton Vincent de Paul



Passenger flow on departure ran smoothly with some exceptions

Check-in performance during the holiday peak period was at 92% in T1 and 84% in T3

- Many airlines experienced check-in challenges throughout the holiday period with some performing as low as 36%.
- GTAA staff provided assistance to manage passenger congestion and longer than usual check-in queues for multiple airlines with contingencies implemented on 7 occasions.
- Lack of manpower and GSE at outbound baggage laterals caused check-in to be stopped on 10 of 21 days over the holiday period.
- There were delays in opening counters in a timely manner on several occasions causing longer than usual check-in queues and challenges for other carriers

Baggage Operations

Mike Dyl

Baggage Operations

Baggage Operations Peak Period Approach

- Increased GTAA Baggage staffing levels
- Uplift in contracted support staffing
  - Departures level for bag hygiene and rapid response for baggage reinduction.
  - T3 Pier C HBS Recon room to reduce TTS occupancy times
  - T3 Inbound roadway supplemental offload staff to support inbounds and mitigate impact of ground handler staffing issues.
  - Limited recirc program available(T1-HHF and T3 Pier C)
  - Key manual encode locations in Terminal 1 (ME3a, TX7) through daily peaks
- Contingency review and exercising
- Workshops with airlines and internal stakeholders
- Avoid, Contain, Recover framework
- Daily startup checklists – IT, Control Room, MO's

Baggage Stats

- W24 peak day throughput **116,000 bags** (Jan 5) while W23 peak day throughput **104,000 bags** (Dec 30) (11.5% increase)
- **Sundays** during **W24** averaged **110,400** bags per day (T1 and T3)
- **16%** increase compared to **Sundays** in **W23**
- T1 peak day – **66,000** (Sunday, DEC 29) ***2%** increase from peak day W23
- T3 peak day – **50,128** (Sunday, JAN 05) ***20%** increase from peak day W23
- **YoY 4.9%** increase in Bags through the peak period.
  - Terminal 1 – **0.7%** Terminal 3 – **11.4%**

Baggage Operations

Peak Period Takeaways

- Baggage Handling System Performance
  - Terminal 3 – T1-41 was problematic over the peak period. Motor feedback faults and jams at this section led to single line configuration for short periods of time.
  - Terminal 3 Pier C HBS – Investigating findings related to instances of high occupancy on the Tilt Tray System predominantly for bags routed to the recon room.
  - Load balancing on main transport lines (meter in 500 series)
  - 200 series SSBD's – T4 line
  - LC3 – Motor feedback faults
  - Terminal 1 – TC8 (TB), DX1 (Domestic crossover to Pier D), EBS and TTS
- SITA Global outage
- New bag room roll up doors – SOP's, new functionality

Peak Period Challenges

- Ground handler Performance
  - 22 stoppages of check-in bag induction resulting from a lack of staff or equipment at the laterals.
    - Average stoppage 28 mins
  - Assisted with induction of inbound bags multiple times
  - Several instances of bags inducted into the wrong halls
    - 512 Transfer bags inducted into the claim halls, disrupting transfer operations. (396 in T1. 116 in T3).
  - 148 flights where passengers waited over an hour. Longest FB was 2H 08M
    - 46 occurrences in T1 and 102 in T3
    - 129 NB (narrow Body) and 19 WB (wide body)

Airside Operations

Glen Henderson

Airside Operations

Operations

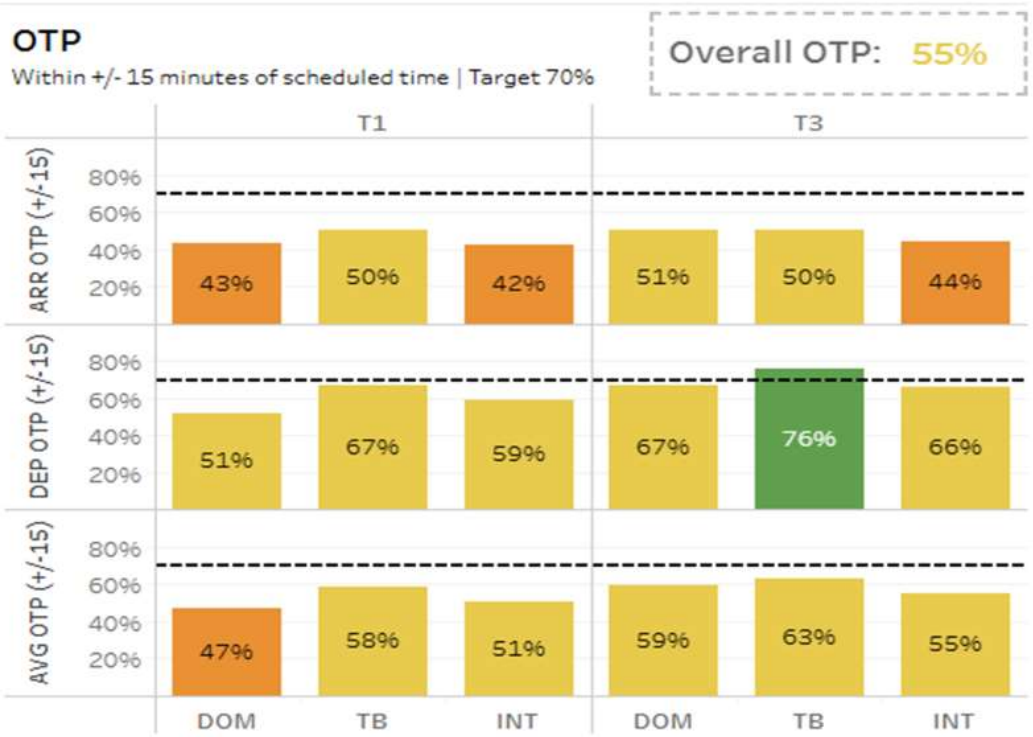
- Considerable bussing activity with 932 flights operated at the IFC through the Holidays and ~166,000 passengers bussed.
- 13 Hardstands were completed with an additional 2,850 passengers bussed.
- 49 AVOP infractions issued – Top 3 infractions:
  - Unsafe movement of a vehicle - 13
  - Failure to yield to aircraft or marshaling crews - 12
  - Unsafe operation of a vehicle - 6
- Impacting GSE calls: 57
- Significant events Airside:
  - 2 Aircraft damage events occurred Dec 15 and Dec 28
  - Mobile Heater connected to an aircraft caught fire Dec 20.
  - Near miss involving 2 aircraft on push-back Dec 28
  - Cold weather staffing challenges

Maintenance

- Three snow events occurred through the Holiday period:
  - Dec 20 – 4.2cm
  - Dec 24 – 6.4cm
  - Jan 01 – 2.4cm
  - Additional crews and contractors called in to manage these events.
- Surface failure at H CAT III hold position Jan 2 repaired same day
- Minimal equipment issues experienced
- Slips and falls – Aircraft water overfills
- Snow desk calls – Use of Assaia and cameras
- Nav coordination improvements when clearing the South Complex

On-Time Performance

OTP December 2024



66% (Nov)

D-TMIs = 4 (22.2 cm of snow)

YYZ A-TMIs = 8

T1 Average OTP: 52**%** (63% -Nov)

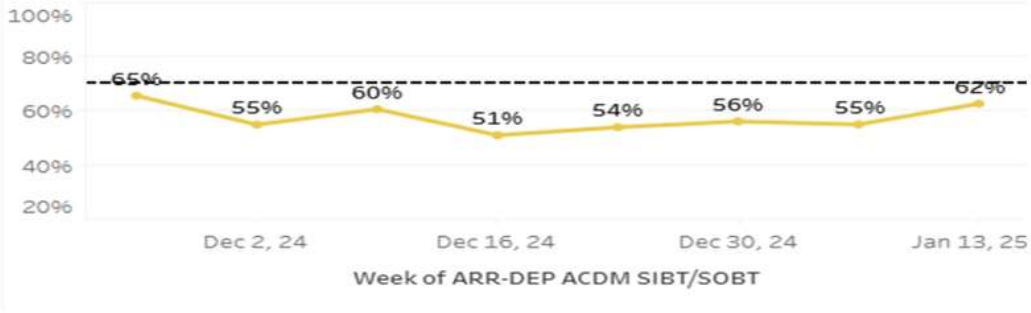
T3 Average OTP: 59**%** (68% - Nov)

OTP

Within +/- 15 minutes of scheduled time | Target 70%

Overall OTP

Within +/- 15 minutes of scheduled time | Target 70%



Week-Over-Week
Dec 2 – Jan 13-2025

Deicing Operations

Ken Eastman

Overview

- During the holiday travel period, Deicing Operations performed effectively and efficiently. The team demonstrated remarkable preparedness and responsiveness, despite being faced with unexpected weather and staffing challenges.
- Deicing activities remained consistent and met capacity, ensuring minimal disruptions to flight schedules. The team remained in a constant state of readiness, prepared to address any weather-related issues promptly.
- The airport encountered several unexpected 'lake effect' snow events during the holiday season. These events posed significant challenges due to their sudden onset and intensity.
- Our new Deicing Specialists successfully completed their mentorship prior to the holiday season. They are now working independently under observation.
- Fluid (fresh and spent) logistics and inventory remained non-critical throughout the holiday period, ensuring smooth and uninterrupted operations.
- Deicing Operations showcased our capability to handle adverse weather conditions efficiently. Our preparedness and quick response ensured smooth airport operations throughout the holiday travel period, despite the unexpected snow events. This performance underscores the team's dedication and the effectiveness of their operational strategies.

Performance

- On one of the busiest travel days, Friday, December 20th, the team processed 458 aircraft through the Central Deicing Facility (CDF). Despite active snow conditions, schedule resiliency was maintained with 180 aircraft processed between 07:00-11:00 hours.

Operations Report (daily) from 2024-12-13 to 2025-01-05

#	Period	Mvt	Rs	Code Abcdef	Wb	T4	Fus	Ps	Ctrl Xfer	St	Stage Avg	Deice Avg	Thru Avg
1	2024-12-13	80	0	0|0|54|0|26|0	26	0	2	0	00:00:24	9	00:03:26	00:02:20	00:10:03
2	2024-12-14	129	0	0|5|109|2|13|0	15	0	20	0	00:00:29	5	00:01:31	00:02:43	00:09:45
3	2024-12-15	81	0	0|3|58|0|20|0	20	33	3	0	00:00:26	3	00:01:47	00:03:40	00:11:10
4	2024-12-16	8	0	0|0|6|1|1|0	2	0	1	0	00:00:22	0		00:03:49	00:11:36
5	2024-12-17	3	0	0|0|2|0|1|0	1	0	0	0	00:00:20	0		00:02:16	00:07:49
6	2024-12-18	87	0	0|2|57|1|27|0	28	24	3	0	00:00:21	0		00:02:59	00:10:08
7	2024-12-19	41	0	0|0|28|4|8|1	13	13	0	0	00:00:31	1	00:04:50	00:03:33	00:11:12
8	2024-12-20	458	1	2|20|361|9|65|1	75	360	159	1	00:00:45	155	00:07:55	00:07:01	00:18:26
9	2024-12-21	139	0	0|4|118|5|12|0	17	3	21	0	00:00:31	7	00:00:59	00:03:01	00:10:44
10	2024-12-22	170	0	0|5|136|4|25|0	29	5	8	0	00:00:26	5	00:03:40	00:01:53	00:08:38
11	2024-12-23	314	0	0|8|247|7|51|1	59	253	113	0	00:00:31	35	00:05:19	00:07:18	00:16:00
12	2024-12-24	161	0	0|3|129|2|27|0	29	8	24	0	00:00:26	6	00:01:36	00:03:30	00:10:18
13	2024-12-25	124	0	0|2|97|1|24|0	25	0	4	0	00:00:22	14	00:02:50	00:03:22	00:11:07
14	2024-12-26	143	0	0|6|119|0|18|0	18	60	9	0	00:00:30	2	00:02:47	00:03:37	00:10:43
15	2024-12-27	24	0	0|2|14|0|8|0	8	4	2	0	00:00:25	0		00:02:45	00:09:55
16	2024-12-28	15	0	0|0|11|0|4|0	4	1	1	0	00:00:19	0		00:02:05	00:09:06
17	2024-12-29	6	0	0|0|4|0|2|0	2	1	0	0	00:00:23	0		00:02:50	00:11:07
18	2024-12-30	8	0	0|0|8|0|0|0	0	1	0	0	00:00:16	0		00:01:54	00:09:16
19	2024-12-31	136	0	0|1|119|0|16|0	16	1	14	2	00:00:23	8	00:02:20	00:02:32	00:09:45
20	2025-01-01	103	1	0|0|75|0|28|0	28	21	3	0	00:00:32	5	00:02:46	00:02:43	00:09:52
21	2025-01-02	262	0	0|9|208|9|34|2	45	118	48	0	00:00:28	16	00:02:53	00:03:54	00:11:11
22	2025-01-03	100	0	0|1|86|2|11|0	13	11	10	0	00:00:22	0		00:02:03	00:09:06
23	2025-01-04	146	0	0|2|115|2|27|0	29	75	8	0	00:00:25	5	00:03:26	00:04:13	00:11:15
24	2025-01-05	239	0	0|4|199|3|32|1	36	47	18	0	00:00:28	7	00:02:11	00:03:33	00:10:32
25	TOTAL	2,977	2	2|77|2,360|52|480|6	538	1,039	471	3	00:00:30	283	00:05:50	00:04:11	00:12:11

Friday December 13th – January 5th

2,979 Aircraft through CDF

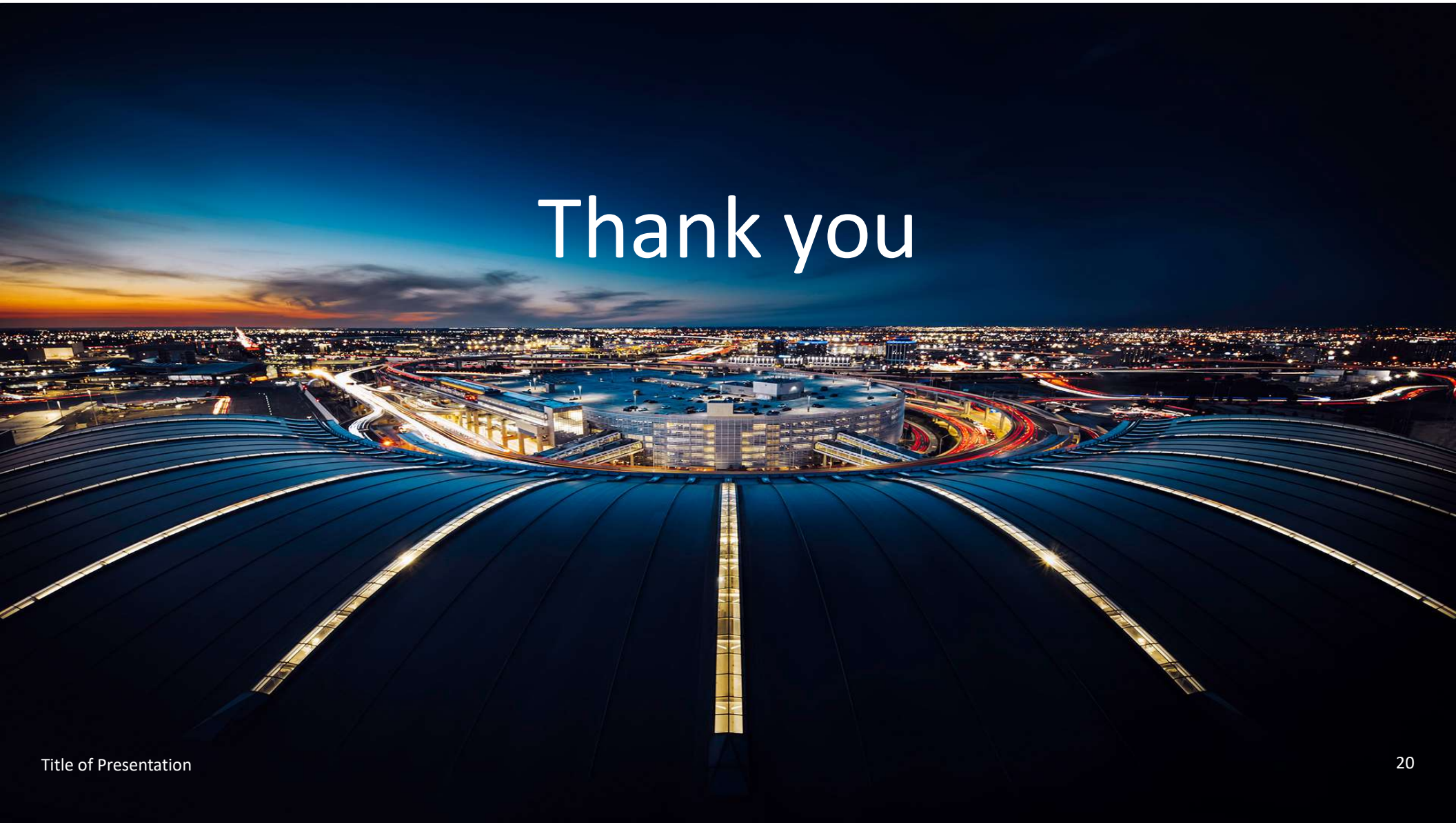
- *Average deicing time = 04:11 minutes*
- *Average throughput time = 12:11*
- *Two-step process = 35% of activity*
- *Wide-body movements = 18%*

Next Steps

Opportunities for Continuous Improvement

We will continue working with our partners and stakeholders to address recent issues while ensuring a focus on continuous improvement for the next peak period with a particular attention to the following areas:

- Resiliency and contingencies refinement during IT outages specifically related to SITA to minimize impact on GTAA operations.
- Review meetings will be held with certain partners to help build corrective action and continuous improvement plans.
- Improving consistency with Nav Canada to ensure a strong morning push and enhancing stability to drive further efficiencies.
- Root cause analysis on some of the baggage system issues with corrective actions and contingency plans being refined


Thank you

Agenda

Topic / Activity	Presenter	Time
Terminal Ops	Hamilton V	
Baggage	Mike D	
Airside Ops	Glen H	
Airport Ops	Sue P	
Deicing Ops	Ken E	