

Toronto Airline Operators Committee

Meeting Summary

Date: 29 OCT 2025
Chair: Burak Aydemir

Time: 11h30
Co-Chair: Absent

Location: Pyramid Room
Minutes by: Yolla Nehme

Meeting #: 9/11

In Attendance					
Organization	Name	Organization	Name	Organization	Name
AF KLM	Christina Wendland	ROYAL JORDANIAN	Samer Alshrouf	CASS	Jack Catney
AF KLM	Yolla Nehme	SUN COUNTRY	Randall.Mulvey	CBSA	Maria Pacheco
AIR TRANSAT	Judith Macdonald	SAUDIA	Sabah Faiza	ASP	Norman Butt
AIR CANADA	Sukhman Kainth	SAS	Ian Hutson	GTAA	Amaury godin
AEROMEXICO	Cesar Alvarenga	VIRGIN Airlines	Gavith Nanayakkara	GTAA	Glen Henderson
AVIANCA	Jason Mora	VIRGIN Airlines	Dorin.Rezasoltani	GTAA	Larry Shack
ALASKA AIR	Anisah Khan	UNITED	Lee Whitlock	GTAA	Jonathan Lock
CATHAY PACIFIC	Burak Aydemir	TURKISH	Kerem Akyuz	GTAA	Wayne Finkel
CARRIBEAN	Tracey Cece	WESTJET	Kiran Ramlakhan	GTAA	Mike Dyl
COPA Air	Jose De Andrade Maldonado	WESTJET	Kimberly Boyce	GTAA	Jennifer Arulappu
BRITISH AIRWAYS	Kelly Mcauley	AIRWAY INTERLINE	Kadir Sengul	GTAA	Brian Scott
CONDOR	Maria Victoria Schenone	AGI	Ali Abbasi	GTAA	Paul Schyvenaars
DELTA	Billy Ziakoulis	AAS	Francesco Fera	GTAA	Dalia Wells
EMIRATES	Beata Commisso	GTA Dnata	Dahiana Velez	GTAA	Dean Wright
ETIHAD	Muhammad A. M.Khan	GTA Dnata	Luis Dasilva	GTAA	Hamilton Vincent De Paul
FLAIR Airways	James Nugent	GTA Dnata	Bojan Lipovsek	GTAA	Dan Riddle
ITA Airways	Sameer Irshad	SWISSPORT	Jennifer Power	GTAA	Nelson Tavares
PORTER	Sofiya Maksymchuk	Responsible Courier	Nick Rockbrune	GTAA	Logini Sivadasan
QATAR Airways	Saimen Tesfamariam	ASP	Norman Butt		

Agenda Items:	
AOC PORTION - Welcome and Round Table Introductions - AOC 2025 Treasury – Financial Report - AOC Subcommittees 2025 – Debrief of recent meetings - AOC Committee nominations 2026 - Review of Log of issues, as per last meeting	
GTAA PORTION - Monthly Review of OTP - Baggage Service Update - SSBD RFP Update / IT Baggage Update - Terminal Updates - PBB Data/Bridge Data General Updates - PMD Updates - Winter Readiness - FIFA Readiness - Round Table – New Items	
	Wayne Finkle Dan Riddle / Mike Dyl Logini Sivadasan / Juan Rojas Amaury Godin / Brittany Mitsiopoulos Michael Quelhas Jonathan Lock Wesley Vahrmeier Kelly Caldeira All

The meeting is the 9th of 2025, chaired by Burak Aydemir

AOC

- Minutes of SEP 24th meeting shared previously with all members reviewed and approved by all
- Log of issues updated and shared previously with all members ***Refer to the “Log of Open Items”***
- Agenda of the day meeting outlined with all attendees

AOC Treasury and Social Committee Update

\$11,000 remaining for 2025.

AOC Governance and Membership

Membership Fee Adjustment Proposal

- Proposal by Chair to increase from \$300 to \$400 for 2026.
- **Action:** Send out **electronic voting** to all members with options (\$300, \$350, \$400).
- Track responses and finalize decision by **next meeting**.

2026 AOC Leadership Elections

- **Action:** Open nominations for Chair, Co-Chair, Treasurer, Admin Assistant, and IT Support.
- Deadline for nominations: **November 10, 2025**.
- Voting period: **November 11–20, 2025**.

New team to be announced end of November

CHARITY Initiatives

- **AOC:** Members to decide whether to donate remaining funds or carry forward to 2026
- **BA:** A call for a community support for BA’s “**Shoebox donation drive**” for mothers and babies. Organisations wishing to support to contact: Kelly (BA)

AOC Log of Open Items – 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.

Closed Items during the meeting with the approval of all attendees

- Transporter gate storage
- Kiosk performance issues
- Escalator T1 to Gate 173
- IFC busing (summer schedule resolved)
- Bridge door security enforcement
- VGDS issue at Gate 171 (no current concern)

Open items: Pending updates from GTAA at the time of the meeting

GTAA Update and Round Table

Below listed items were discussed and presented by GTAA

For additional details, please refer to the GTAA presentation shared with minutes.

GTAA meeting portion was opened with a statement of concern raised by AOC Chair, related to operational

issues remaining unresolved due to insufficient follow-up and lack of documented updates from GTAA leadership.

- Burak requested that GTAA share outcomes from internal meetings to enable communication of progress to the airline community.
- Emphasis was placed on the importance of receiving formal follow up reports to track outstanding items and ensure accountability.
- The absence of a structured issue log or update mechanism hinders the ability of airline representatives to inform their teams and headquarters about ongoing efforts and resolutions.

LTO Negotiations: Elected final members of the LTO committee:

- **YYZ AOC Chair:** Burak Aydemir, representing YYZ AOC carriers and stakeholders
- **LH/SR Lufthansa Group:** Daniel Serrano T1
- **PD Porter Airlines :** Sofia Maksymchuk T3
- **AA American Airlines:** Javier Barreiro, representing self-handled carriers
- **TS Air Transat:** Judith McDonald, representing T3
- **WS WestJet:** Fraser Neek, representing T3
- **UA United Airways:** Lee Whitlock, representing T1 (Backup)
- **EK Emirates:** Beata Commisso, representing T1 (Backup)

Carousel Management

- **Chargeback Reporting for Carousel Alarms:** Daily reports to be distributed to airlines
- Airlines to receive fault notifications per flight for alarms exceeding 2 minutes.
- Clarification: Supervisor charge replaces carousel management fee on invoices

Construction & Equipment Maintenance

Terminal 1:

- OSO1 aisle 4 CTX unit to return to service on Monday.
- OSO2 aisle 13 scheduled for upgrade starting November 10.
- CF6 carousel replacement to begin early January.

Terminal 3:

- OS6 carousel to return to service on November 8.
- OS7 scheduled outage from November 24 to December 19.
- CI4 construction nearing completion; expected return first week of December.
- CD1 next in line for replacement.

Security and Safety→Project Vigilance

Recent incidents of unauthorized items being trafficked through Pearson Airport have raised serious concerns. These incidents were reported in the media and involved insider threats, where airport employees or ground handlers allegedly used their access to facilitate trafficking.

Airlines affected are working with OPP, RCMP, CBSA, and own security teams to investigate & mitigate risks.

Focus Group Formation: GTAA will organize a **focus group** with concerned carriers to:

Share updates, discuss regulatory gaps and coordinate preventive strategies

Regulatory Change Advocacy: GTAA and airlines to jointly approach Transport Canada (TC) and CATSA to: *Expand search criteria, recognize contraband as a civil aviation threat and push for regulatory changes to improve screening and oversight*

GTAA detailed the action plan in place to addressing trafficking trend:

- Focus on **random patrols, employee engagement, and spot checks** to disrupt suspicious activity. Over **2,000 employees** have been engaged in field checks. No arrests to date, but **unauthorized items have been intercepted**.
- **26 new cameras** to be installed at all **baggage induction points**, Manual and coded entry locations. Cameras will be visible to act as a **visible deterrent**.
- In assisting the airlines to communicate with their HQs and demonstrate proactive steps. GTAA committed to providing **written advisories** and **shareable documents** outlining: *Project Vigilance, Surveillance upgrades, Preventive measures*

Winter Operations Readiness

- **Winter Workshops Completed** held Oct 21–28. Airline-specific meetings to be scheduled.
- **De-Icing Operations** 22 new seasonal staff hired and trained. 15 new de-icing units deployed.
- **Snow Clearing Protocols**
Snow desk to be contacted for gate clearing post aircraft departure.
Bridge snow accumulation concerns raised; updates requested next month.
Testing of heated floors and baseboard heaters underway.
- **Potable Water Cabinet Freezing:** Staff reminded to close cabinet doors and return hoses.
Heated hoses discussed; further market research suggested

GTAA Welcome Team Expansion Team growing to 310 members by January 2026.

New Internal Officer Role TSR and SSO teams amalgamated for better accountability starting Nov 19.

Revitalization vs. Emergency Repairs: Prioritize repairs before FIFA 2026.

GTAA to separate urgent infrastructure needs from long-term Gateway project.

FIFA World Cup 2026 Planning and Operational Readiness

- Draw on December 6 will determine teams arriving in Toronto.
- Expect VIP and commercial passenger influx starting January–February.
- FIFA merchandise to be sold in existing retail stores.
- GTAA leading FIFA operations and communications.
- Airlines encouraged to prepare for increased demand and fan behavior.
- Further updates to be shared post-draw.

NEW Items + PENDING Items from SEP meeting

- **Child-Safe Wheelchairs:** AAS and GTA to evaluate and procure wheelchairs with seatbelts for children with disabilities.
- **GTAA project Vigilance** Communication with AOC and creation of a Focus group
- **Bridge conditions during snow events** Preventive Measures
- **AOC 2026 Membership** Fee adjustment Proposal Survey
- **AOC 2026 Nominations Submission**

- **Medical Incident Response:** Concerns over EMS delay due to excessive questioning.
- **Lee Kitchen Patio:** Request to remove patio due to passenger congestion.
- **Security Screening Delays:** ASP officers stopping lines during ID checks for Canada passes
- **Office Cleaning Standards:** Share BEST cleaning scope & contacts Request for clarity on cleaning frequency and scope.
- **Passenger Boarding Bridge SOPs**

Next Meeting

Next meeting: 26 NOV 2025

Minutes of the meeting and other related documents are available on the AOC website link: www.yyzaoc.com