

Toronto Airline Operators Committee

Meeting Summary

Date: 26 FEB 2025 **Time:** 11h30 **Location:** Pyramid Room **Meeting #:** 1/11
Chair: Javier Barreiro **Co-Chair:** Christina Wendland **Minutes by:** Yolla Nehme

In Attendance					
Organization	Name	Organization	Name	Organization	Name
AF KLM	Wendland, Christina	TURKISH	Kasia Bimek	CASS	Jack Catney
AF KLM	Nehme, Yolla	TURKISH	Kerem Akyuz	ASP	Noman Butt
AMERICAN	Javier Barreiro	KOREAN	Youbg Park	GTAA	Linda Cardenas
AIR TRANSAT	Judith Macdonald	ITA Airways	Sameer Irshad	CATSA	Gordon Kenny
AIR CANADA	Vincenzo Delorenzo	CARRIBEAN	Tracey Cece	GTAA	Glen Henderson
AEROMEXICO	Cesar Alvarenga	PORTER	Sofiya Maksymchuk	GTAA	Renata Dzieren
AVIANCA	Jason Mora	WESTJET	Kimberly Boyce	GTAA	Mike Dyl
ALASKA AIR	Anisah Khan	Fly Air North	David Walker	GTAA	Katie Murley
DELTA	Billy Ziakoulis	EMIRATES	Beata Comisso	GTAA	Antonia Brozic
ROYAL JORDANIA	Samer Alshrouf	UNITED	Lee Whitlock	GTAA	Hamilton Vincent De Paul
SUNWING	Nadia Raspa	GTA Dnata	Dahiana Velez	GTAA	Sue Peric
JAZ	Ken Harrylal	SWISSPORT	Giselle Brown	GTAA	Wayne Finkle
EVA AIR	Robert Ho	TBH	Robert Coutu	Transport Canada	Kevin Yong
CARRIBEAN	Tracey Cece	PRIME FLIGHT	Daysi Silva	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 AOC Subcommittees 2025 – Overview and debrief Review of Log of issues, as per last meeting Guest Speakers: Sea2Sky – Baggage Repair Provider <p>GTAA PORTION</p> <ul style="list-style-type: none"> OTP- Sue 5 min Passenger Boarding Bridge Update-10min March Break Readiness-20min Security Directive Criminal Record Check-Renita 10min

Meeting is the 2nd of 2025, chaired by Javier Barreiro, Co-Chaired by Christina Wendland in the absence of Burak due to operational reasons

AOC

- Minutes of JAN 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

- **Financials:** The AOC has \$7,730 in the bank.
- **Golf Tournament Charity Event:** Planning is in progress.
- **2025 Dues:** Sent out to members, participation is voluntary. Members are encouraged to reach out with any questions or if they haven't received their invoices.
- **Social Committee: two main events are planned, Summer (golf) and Fall (overnight getaway)**
- **New email address:** Reminder of the new e-mail created for all AOC communication and payment TORONTO.AOC@outlook.com

GUEST SPEAKER: SEA2SKY

Kimberly Saunders VP of Sea2Sky Operations presented an overview of Baggage repair and replacement program.

Kimberly reviewed the innovative platform where customers will have the ability to create a file with an agent, on their own from home, via a QR code provided at the airport or via a link sent from head office

Sea2Sky is currently a provider for various Pearson customers. Airlines seeking additional info to contact k Saunders@cds baggage.ca

For additional details, please refer to the “Sea2Sky Presentation” shared with the minute

ROUD TABLE

As per attendee’s feedback during the “Round Table” portion, the below listed items were tabled and added to the AOC log of open items for review and follow up with GTAA

- Need to survey “Top Trending” issues impacting T3 airlines and handlers. In agreement with all present, Javier to set up and send out to the community
- Crew Bus parking Restrictions, penalizing the airlines when it is an airport congestion issue **(BA)**
- Airport readiness to implement upcoming 100% NPS regulations **(AOC)**
- Inquiry if any sessions are being planned for "Bridge Train the Trainer program" (AFKL)
- ULD storage Damaged Containers increasing impact on operations
- T3 arrivals carrier signage at podiums. Issue has been raised multiple times with GTAA. Carrier signs are being damaged and impacting Brand Image (AOC)
- Baggage issues in T3-Mixing of Inbound/Outbound baggage in KE bag room. (KE)
- Transborder Gate Storage Facilities. Need to find a permanent storage solution for airlines. operating in transborder area to store their materials to use at the gates. (AA)
- Debrief on snow event + DL incident. Strong demand by all present requesting a debrief from GTAA on the last 2 majors event that heavily impacted the operation for majority of airlines **(Tabled by WS /AC and supported by all AOC).**
- FOD issues are trending - UPAK bins are noted often as overflowing. Concern echoed by airlines auditors on site visits **(Tabled by KE/WG/UA and supported by all AOC)**
- BRIDGES: B27 Bridge has been out for months / Gate 73 -T1 alarm going on every day, and is a pending item for MTHs despite daily calls/ ALL Bridges in general: Frozen bridges, Ice buildup, technical issues, etc..). Ice buildup and freezing bridges also noted at IFC
- CASS: Concern with CASS invoices (back up, Explanations, Transfer bags. **(AOC)**)
- Change of departure time on FIDS, when TOBT time is updated. **(PD)**

GTAA briefing / presentation

Sue opened the GTAA portion by thanking all the airlines for their support and collaboration during the recent events and the outpouring of support and assistance messages, received during the the recent airport incident.

Sue presented a short overview of what the airport operations was dealing with:

- Back-to-back major events caused major disruptions to the airport operations and passenger flow. (CATSA+ Weather, Family Day long weekend, DL event)
- Events plagued with last minute cancellations that did not help with GTAA projection of pax flow and volume (+20,000 pax from what was reported by the airlines)
- Manpower shortage added additional impact on already stressed processes. Reminder to share staffing challenges to GTAA allowing GTAA to support weak areas when need be.

Presentation and info shared by GTAA

- OTP- Sue 5 min
- Passenger Boarding Bridge Update-10min
- March Break Readiness-20min
- Security Directive Criminal Record Check-Renita 10min

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

Next Meeting

Next meeting is planned for Wednesday 26 Mar 2025

Location: Pyramid room and via Teams

AOC website link: www.yyzaoc.com