

## Toronto Airline Operators Committee Meeting Summary

**Date:** 29 JAN 2025      **Time:** 11h30      **Location:** Pyramid Room      **Meeting #:** 1/11  
**Chair:** Burak Aydemir      **Co-Chair:** Javier Barreiro      **Minutes by:** Yolla Nehme

In Attendance					
Organization	Name	Organization	Name	Organization	Name
AF KLM	Wendland, Christina	ALASKA	Anisah Khan	AGI	Mitch Dobbie
AF KLM	Nehme, Yolla	ETIHAD	Mohammad Khan	GTA Dnata	Dahiana Velez
CATHAY PACIFIC	Burak Aydemir	AIR TRANSAT	Judith Macdonald	CASS	Jack Catney
SUNWING	Nadia Raspa	BIMAN Airways	Mohammad Uddin	ASP	Noman Butt
CONDOR	Menemenci, Umit	CARRIBEAN	Tracey Cece	GTAA	Larry Shack
ALASKA AIR	Anisah Khan	FLAIR Airways	Ryan Corey	GTAA	Glen Henderson
ROYAL JORDANIA	Samer Alshrouf	PORTER	Sofiya Maksymchuk	GTAA	Janik Reigate
EGYPT AIR	Mohamed Abdelrashid	WES TJET	Kimberly Boyce	GTAA	Ken Eastman
ETHIOPIAN	Ararsa N Gose	WES TJET	Kiran Ramlakhan	GTAA	Mike Dyl
SAUDIA	Faiza Sabah	EMIRATES	Beata Commisso	GTAA	Maria Pacheco
AIR INIDA	Radha Sharma	UNITED	Lee Whitlock	GTAA	Antonia Brozic
EVA AIR	Robert Ho	COPA Air	Jose D.A. Maldonado	GTAA	Hamilton Vincent De Paul
CARRIBEAN	Tracey Cece	SWISSPORT	Kevin Carruthers	GTAA	Michael Dyl
BIMAN BENGALADES	Mohammad M. Uddin	SWISSPORT	Anne Marie Guiddin	GTAA	Michael Tomas
FLAIR AIRLINES	Jason Bour	SWISSPORT	Giselle Brown	Transport Canada	David Bayliss
AVIANCA	Jason Mora	TBH	Robert Coutu	Transport Canada	Beata Stein

Agenda Items:
<ul style="list-style-type: none"> <li>• Welcome and Round Table Introductions</li> <li>• AOC 2025 Overview and Action Plan</li> <li>• AOC 2025 Treasury – Financial Report – Fees 2025</li> <li>• AOC Social Committee – 2025 Social Agenda</li> <li>• AOC Subcommittees 2025 – Overview and debrief</li> <li>• Review of Log of issues, as per last meeting</li> <li>• AOC 2025 – Focus and Action Plan Q1</li> <li>• <b>Guest Speakers:</b> Transport Canada OSS Process Compliance briefing</li> <li>• <b>GTAA:</b> Winter Peak Period Terminal Operation, Baggage Performance, Deicing Operation</li> </ul>

Meeting is the 1st of 2025, chaired by Burak Aydemir, Co-Chaired by Christina Wendland in the absence of Javier Barreiro due to operational reasons

### AOC Committee Action Plan 2025

#### Burak presented AOC 2025 Overview and Action plan for Q1:

- EBS Test Phase overview
- Emergency Readiness - MOU renewal with Westin Hotel
- CASS Performance review Q3 – 2024 / Associated cost
- T1-T3 LIFT program
- Infrastructure failures causing major carrier IRRI (Gating, Bridges, Baggage system, Ramp congestions)

- Data gathering for facility failures 2025
- Transport OSS requirements
- Pending action items as tabled in the Log of issues

***For additional details, please refer to the AOC presentation shared with the minutes***

## **AOC Treasury and Social Committee Update**

- **Financials:** The AOC has \$7,730 in the bank.
- **Charity Donation:** Donation of \$1,000 was made to “Feed Ontario” in Dec. Information will be posted on website.
- **Future Charity Plans:** The organization will plan which charities to support in the summer.
- **The golf tournament** remains the main fundraiser, social committee to start planning soon
- **Membership and Participation:** Members are encouraged to participate in charity events even if they don't wish to join the social aspects of the community.
- **2025 Dues:** are being sent out to members, and participation is voluntary. Members are encouraged to reach out with any questions or if they haven't received their invoices.
- **Social Committee:** Social committee meetings will start soon to plan the year's activities funds
- **New email address:** New e-mail created for communication and payment [TORONTO.AOC@outlook.com](mailto:TORONTO.AOC@outlook.com)

## **GUEST SPEAKERS: Topic OSS - Clarifying checkpoints and conditions for passenger eligibility**

### **Guest Speakers:**

Beata Stein, Crew Superintendent at Pearson for Transport Canada Aviation Security  
Dave Bayless, Regional Director of Security

### **Discussion covered the following topics:**

- Clarifications about the letters sent to air carriers and the responsibilities outlined in the ACSM.
- Aviation security protocols, particularly concerning OSS (One Stop Security).
- Clarify some terminology and procedures related to OSS checkpoints and SPILs are customs checkpoints.

### **OSS checkpoints and SPILs.**

SPILs are customs checkpoints, available at both terminals. Access to a SPIL is determined by CBSA Under OSS, passengers who have been screened in an OSS country listed in Schedule 17 of the Air Carrier Security Measures (ACSM) do not need to be rescreened in Canada.

OSS includes the 28 European countries, the UK, New Zealand, and Australia.

Most OSS eligible passengers at Pearson come from the United States or Europe.

### **Conditions for OSS Eligibility:**

Passengers did not access their checked bags.

Passengers were deplaned into the restricted area.

Passengers have an onward boarding pass.

### **Role of GTAA as Airport Operator:**

- Pearson is a designated OSS Airport, meaning airlines operating from Pearson can accept OSS passengers without rescreening them if they meet certain conditions.
- GTAA, as an Airport Operator must facilitate the movement of passengers and ensure they meet the OSS conditions on behalf of air carriers.
- Pearson has checkpoints (OSS and non-OSS) to facilitate the movement of passengers.

**For OSS eligible passengers**, there is a streamlined process where they can proceed directly to the sterile area without additional screening.

**Non-OSS passengers** or those requiring additional screening due to specific state requirements must be directed to CATSA screening.

### **ACSM Requirements of Air Carriers:**

- Air carriers must only board passengers that have been screened unless they meet OSS conditions.
- The eligibility for OSS is based on the country of origin of the incoming flight, not the destination of the connecting or departing flight.
- Beata emphasized that the primary role of air carriers is to be aware of these processes and conditions, with the airport operator handling the facilitation of passenger movement through the terminal.

### **Communication and Documentation:**

- Transport Canada has implemented a policy requiring airport operators to document their processes for facilitating OSS.
- Air carriers are required to document the process of allowing OSS passengers through checkpoints and validate the three conditions.
- Letters sent to air carriers are acknowledgments that the airport operator will facilitate OSS on their behalf.
- The airport operator must put the facilitation process in writing and communicate it to air carriers.

## **GTAA briefing / presentation**

### **GTAA presented the performance metrics of the holiday season operations, highlighting successes, challenges, and areas for improvement.**

#### **Overall Performance:**

- The season was successful with minor disruptions.
- Preparatory meetings and exercises with key partners (airlines, ground handlers, agencies) were conducted to ensure integrated planning.
- Stakeholders identified the peak days, and managed by implementing plans and increased staffing, including volunteers and management teams.

#### **Key Statistics:**

- Average of 390 aircraft movements per day.
- On-time performance (OTP) was 60%, with slightly lower arrivals.
- Passenger volume increased by 0.5% year over year.
- Baggage system handled 116,000 pieces on the busiest day.
- Aircraft deicing increased by 112% from December 20th to January 5th.

#### **Challenges and Contingencies:**

- Weather caused diversions and staffing constraints, leading to operational challenges.
- Major IT issue due to a global Cedar outage, which was managed with contingencies.
- Baggage system faced issues due to increased volume but was managed with quick interventions.

#### **Terminal Operations:**

- Check-in challenges due to weather and staffing constraints, particularly in Terminal 3.
- Performance during the holiday period was 92% in T1 and 84% in T3, specific issues with manpower and equipment causing check-in delays.
- GTA intervened to assist with congestion and queue management and

#### **Baggage Operations:**

- Record number of bags handled with peak days seeing over 116,000 bags.
- Staffing levels were increased, and support plans implemented.
- Peak period saw a 4.9% increase in baggage volume overall.
- Identified and addressed issues with specific belt sections and load balancing.
- Ground handling performance caused 22 stoppages of check-in due to lack of staff or equipment.
- New bag room roll-up doors improved functionality but required new SOPs.
- Some instances of bags being inducted into the wrong halls.
- Inbound baggage delivery faced delays, with 148 flights experiencing over an hour wait for the first bag.

## Deicing Operations

- 17 new team members were trained, qualified, and signed off before the holiday period
- Inventory Management: Successfully coordinated with organizations that shut down for the holidays to ensure an ample supply of fresh glycol and proper management of spent fluids.
- Operational Highlights: The busiest day during the holiday period was Friday, December 20th, with 459 aircraft processed. Four days saw over 400 aircraft processed; volume not seen since February 2020.
- Record-Breaking Performance: Nearly 3000 aircraft were deiced during the holiday period with average deicing times of 4 minutes,
- January saw over 5500 aircraft processed, setting a record for the month and surpassing any previous monthly records with an expected total of over 5600 aircraft.

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

## Review of Previous Minutes and Log of Open Items

Log of open items updated and shared with GTAA for follow up.  
Update to be shared with the community once available

*Refer to the “Log of Open Items” document for the list of items.*

## Next Meeting

Next meeting is planned for Wednesday 26 February 2025

Location: Pyramid room and via Teams

AOC website link: [www.yyzaoc.com](http://www.yyzaoc.com)