

Airline Operators Committee

April 30th, 2025

Toronto Pearson 



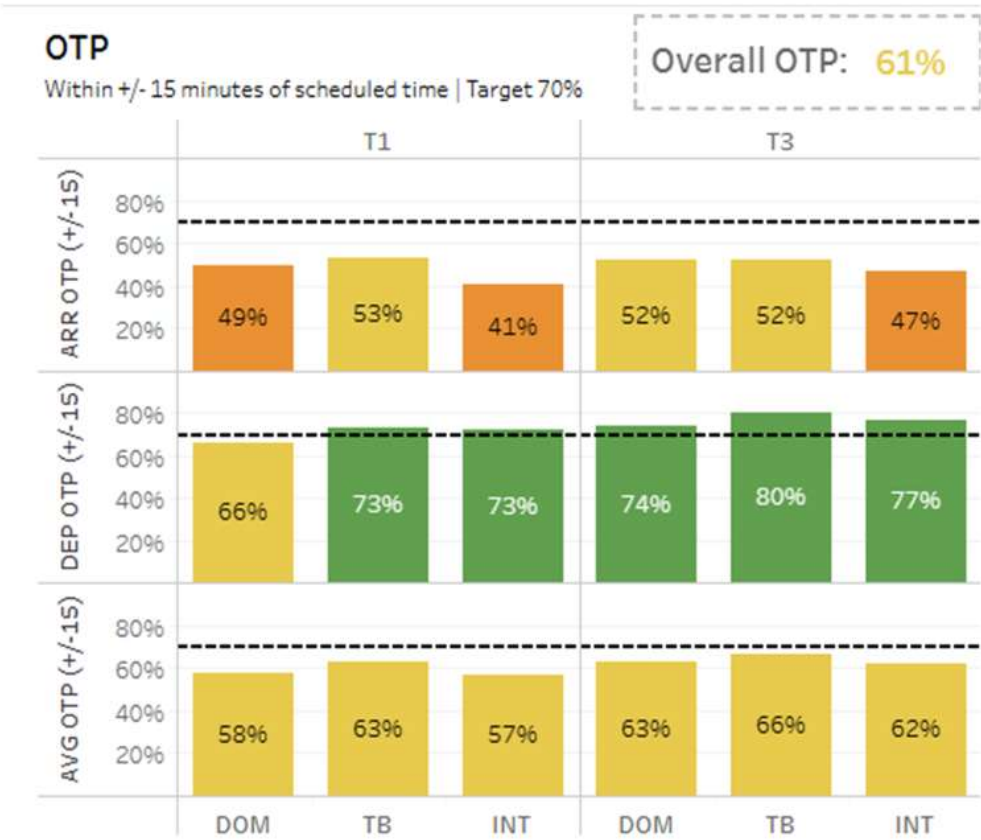
Agenda

| <u>Topic / Activity</u> | <u>Timing</u> | <u>Key People</u> |
|---------------------------------|---------------|-------------------------------|
| Monthly Review of OTP | 5 mins | Damian Boucaud |
| OSS Follow Up | 10 min | Renita Luis |
| PBB Data/Bridge Training Update | 15 mins | Michael Quelhas / Larry Shack |
| Custodial Update | 10 mins | Stephan Rouleau / Abdur Syed |
| General Questions | 5 mins | All |

On-Time Performance

C O N F I D E N T I A L

OTP March 2025



50% February

DTMIs: 0 (13)

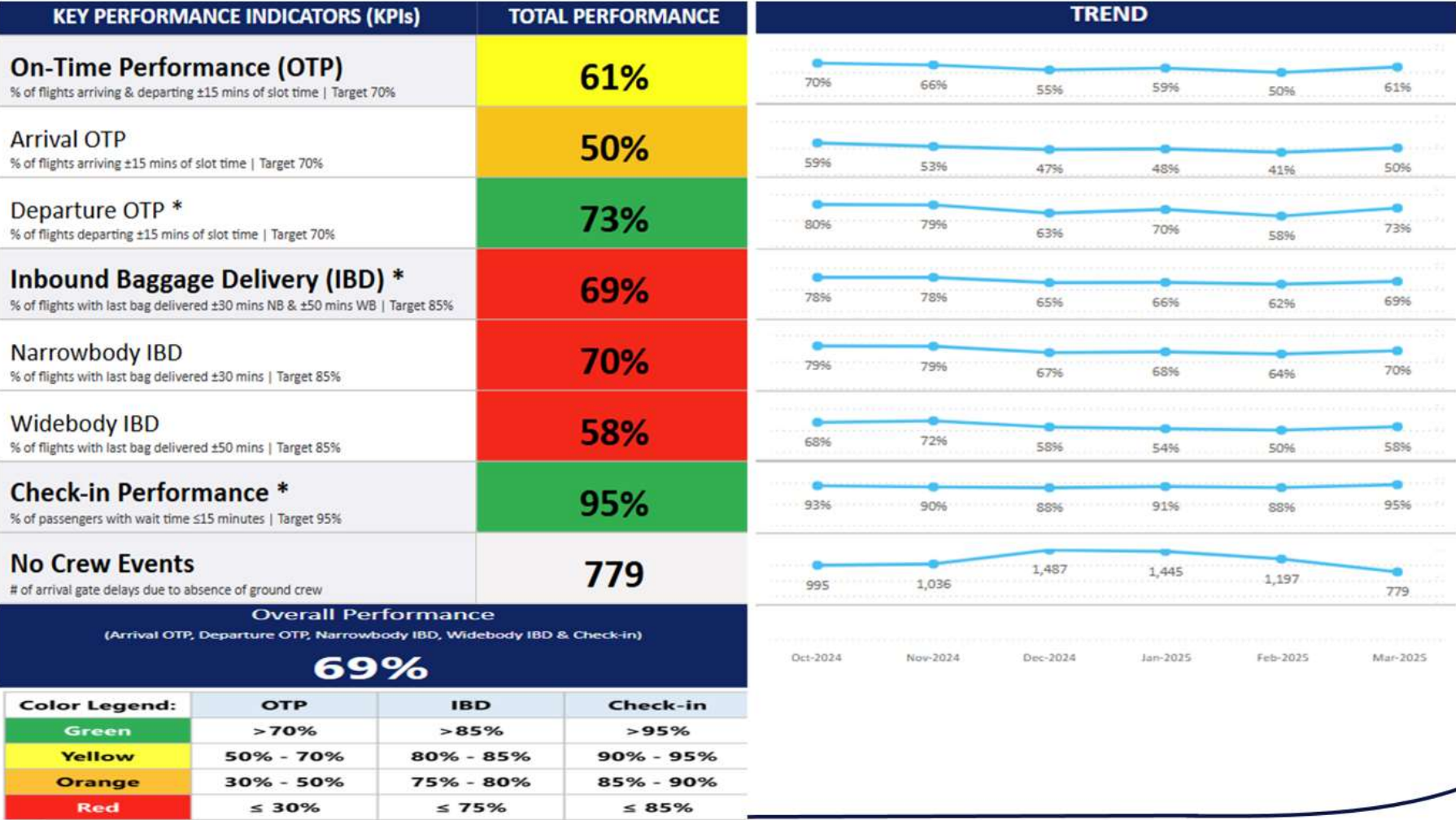
Snowfall: 3cm (78.2 cm)

YYZ ATMIs: 8 (10)

T1 Average OTP: 59% (47%)

T3 Average OTP: 63% (53%)

Overall Performance March 2025



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One Stop Security (OSS) Follow Up

C O N F I D E N T I A L

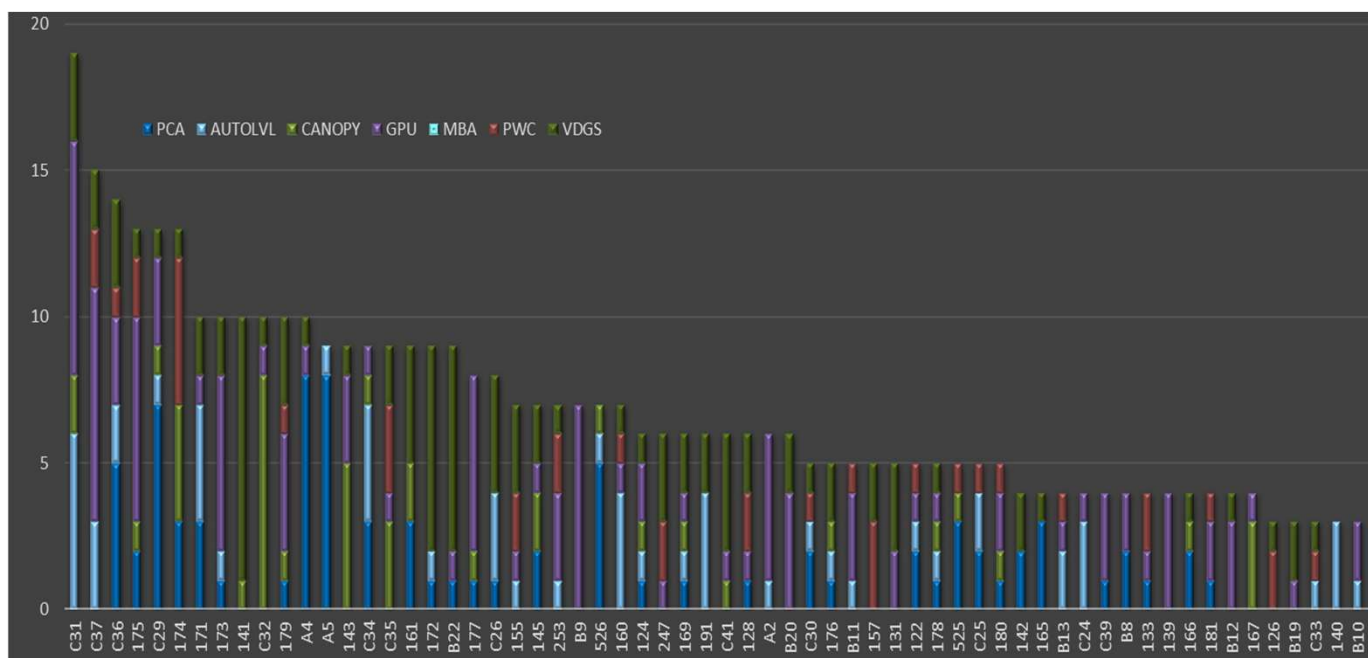
OSS Update

- GTAA has received Transport Canada approval to facilitate OSS at Toronto Pearson
- Transport Canada will be auditing the program this quarter
- GTAA requires outbound boarding pass barcode method to confirm OSS passenger status
- Understanding OSS facilitation globally:
 - Discussions with IATA and International Airports confirm **a current global standard does not exist** for facilitation of OSS
 - Detailed Type B messages (e.g., Passenger Transfer Messages) are not yet used in Canada to facilitate OSS
 - These messages could provide valuable data to identify OSS-eligible passengers
 - The **GTAA is seeking to pilot with a Carrier** on the sharing and use of enhanced messaging (e.g., PTMs) as an alternate approach to identify OSS-eligible passengers in real-time

PBB Data/Bridge Training Update

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Issue Trends, Observation and Results



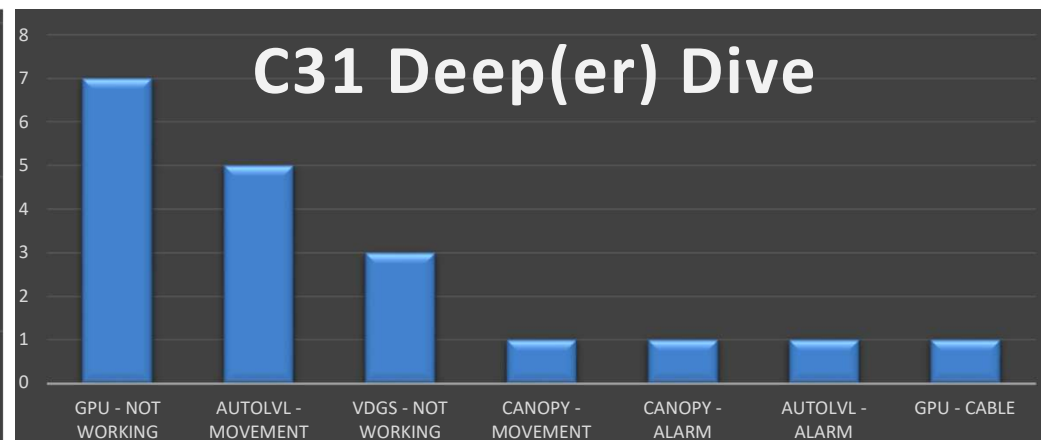
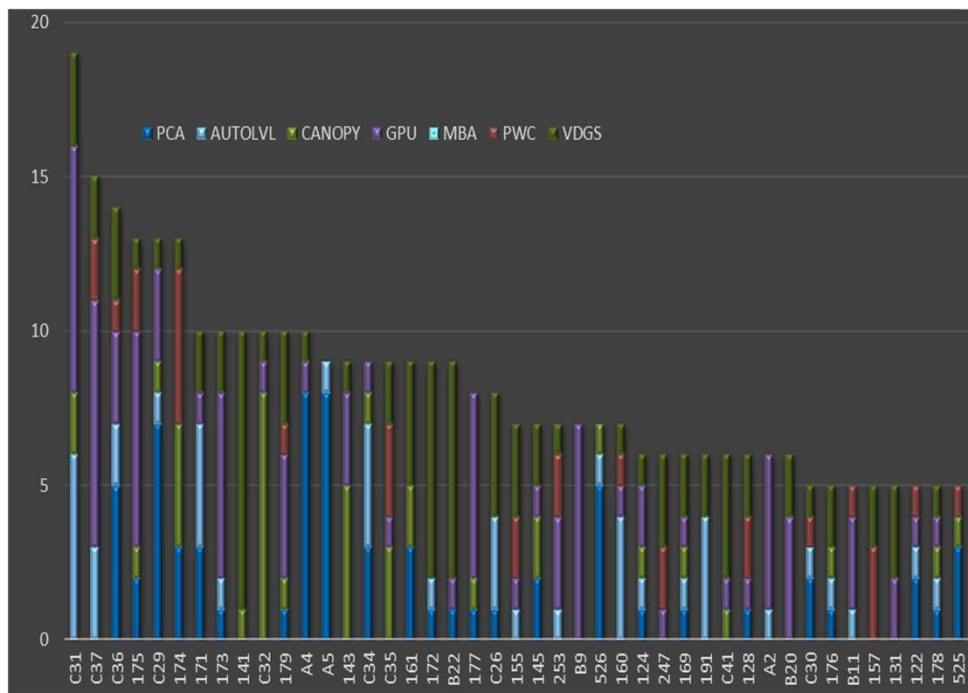
PWC issues are trending very well and are holding as very low level of call volumes

GPU and PCA Units are the current asset focus areas

We were struggling with a rash of issue with our GPUs over the last few weeks. We were able to get them back in working order, but this was a tough drain on our mobile support units and keeping those all going.

Although the issues were not a common cause, these were on our old GPUs . These are slotted in the T1/T3 RP to be replace via the capital investment.

Issue Trends, Observation and Results



We are seeing the general GPU issues taking priority

- GPU – Not Working – 7 calls
- AUTOLVL - Movement – 5 calls
- VDGS – Not Working – 3 calls

GPU issues are due to the age of this unit and the struggles were end of life related.

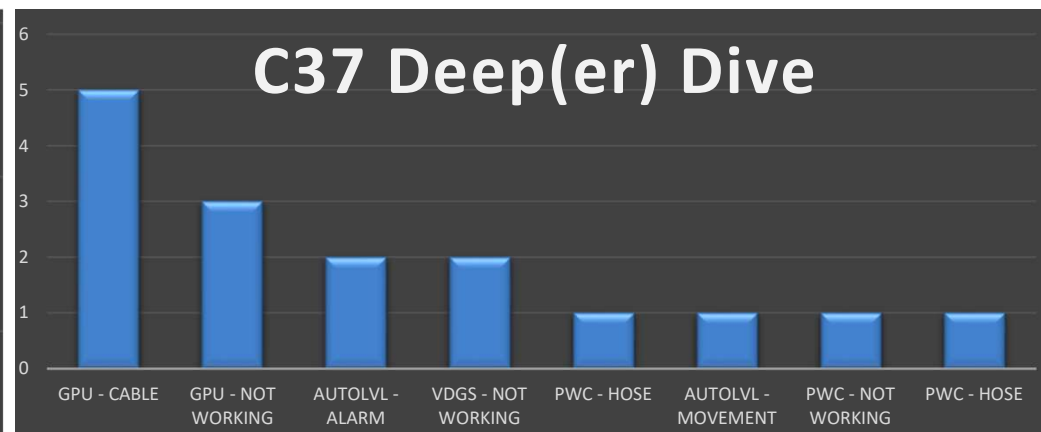
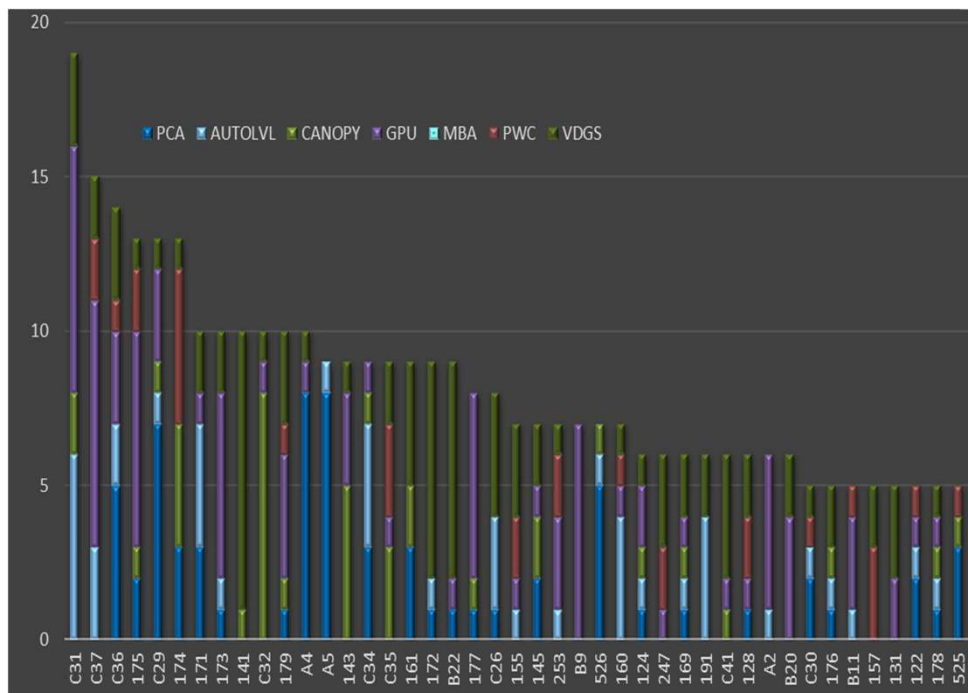
The auto level issue seems to have come up here.

Three operator errors

Other two calls were repeats for arm being out of vertical alignment. Corrected day of.

GPU issues on old unit that is slotted for upgrade in T1/T3 RP
Auto Leveler up tick? Need some feedback.

Issue Trends, Observation and Results



We are seeing GPU Cable issues being prominent

- GPU – Cable – 5 calls
- GPU – Not Working – 3 calls
- AUTOLVL - Alarm – 2 calls

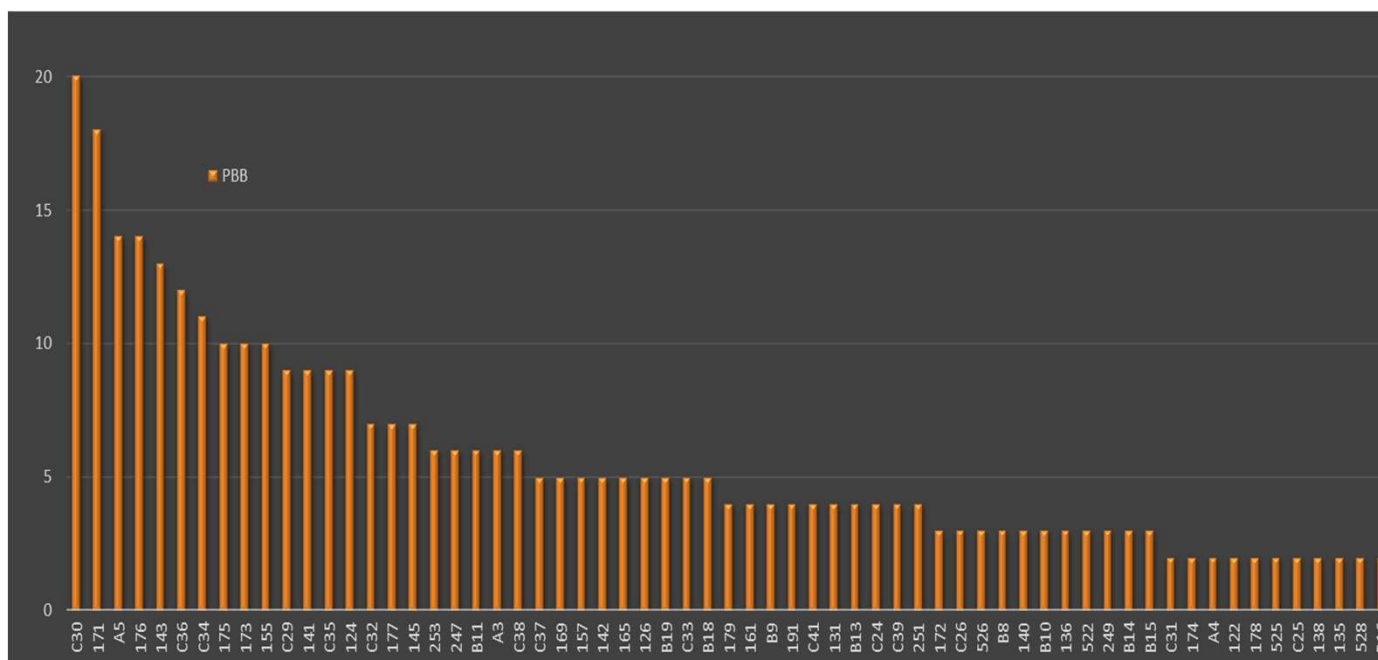
Again, Old Gpu that is on the way out, but is stable now.

Still seeing cable issues on this one for GPU and will initiate a deeper dive.

Autolevel is here but only 2 occurrences

Our targeted suggestion for training and visual guides are proper PBB operational procedures

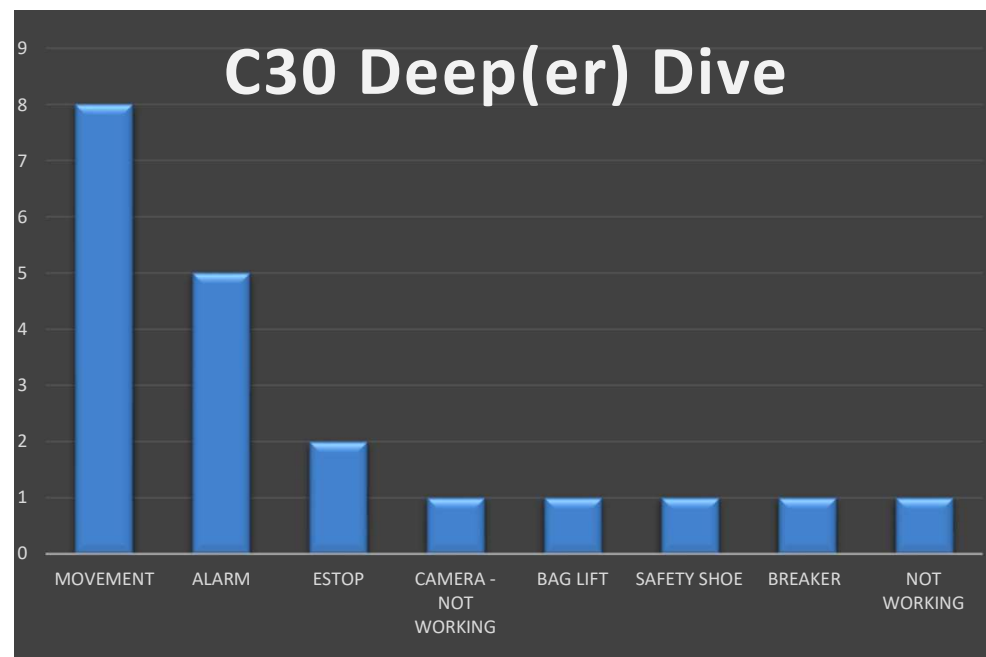
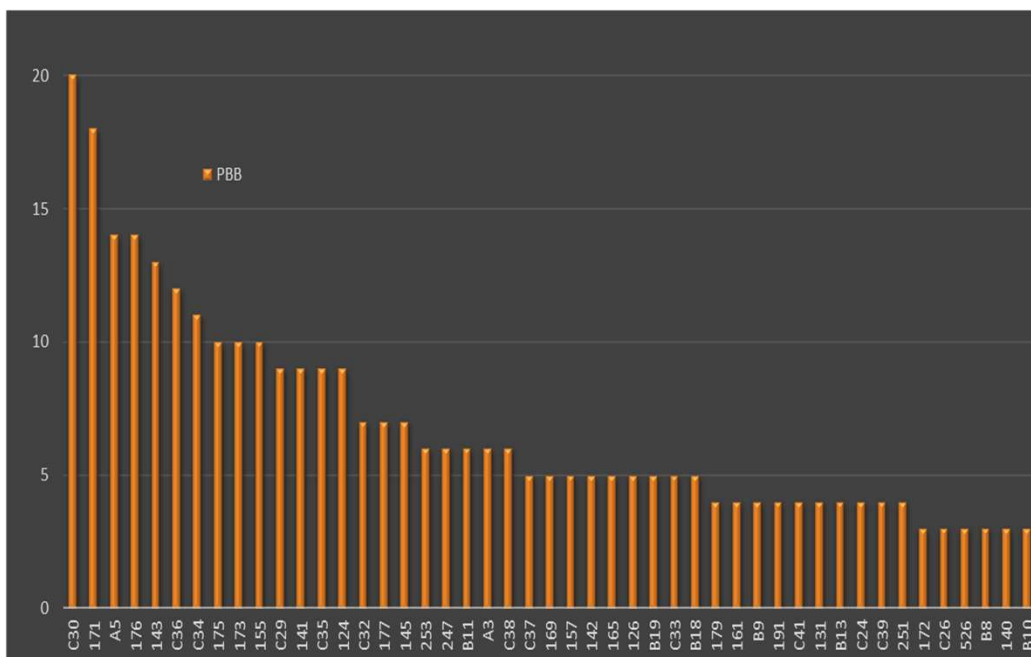
Issue Trends, Observation and Results



Movement issues are still trending as a larger part of our support team response for PBBs

Training focus and continued collaboration on common issues will be key to drive our operational stability

Issue Trends, Observation and Results

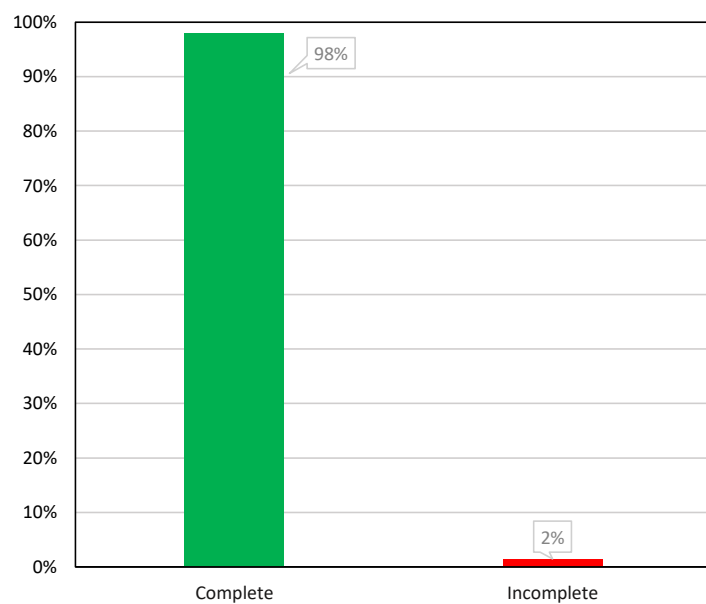


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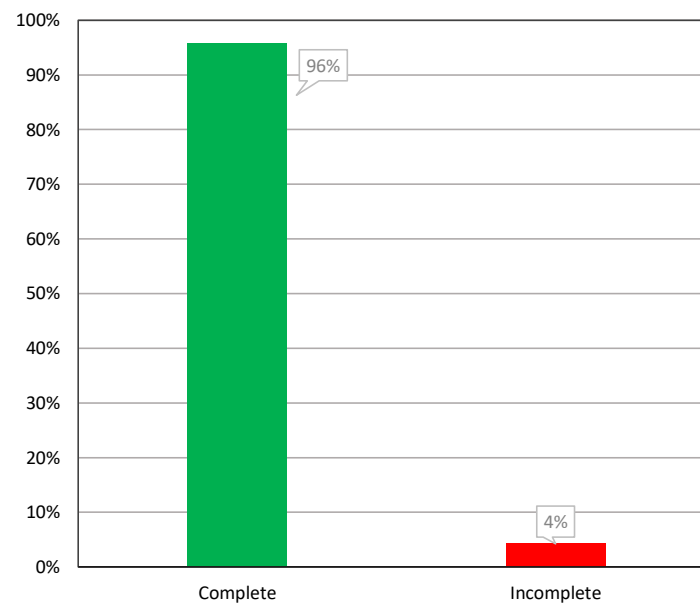
Scheduled Based Maintenance

March



*Total Schedule = 927

April 18th (To Date)



*Total Schedule = 495

March ended well with few check pushed past end of March. April is trending very well as of the 18th

PBB Master Trainers - June & September Training

- Please confirm your PBB master trainers with groundhandlingprogram@gtaa.com who will be sending out the invitation to 13 organizations who have PBB Master Trainers.
- One of two PBB manufacturers “TK” has been confirmed with exact dates to be established. Likely to be held no later than mid-June. Second PBB manufacturer Oshkosh (merged with JBT) not available until September.
- Will be a combined classroom and hands on for each of the PBB master trainers.
- Will occur over two four-day periods (June and September) with no more than 6-7 participants for each of the one-day sessions.

C O N F I D E N T I A L



Custodial Update

C O N F I D E N T I A L

Custodial Update

- Jet ridge Cleanliness
- Washroom Cleanliness
- Tenant Spaces
- Bird Activity

Q&A

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Thank You

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