

March 16, 2018

Dear Minister Garneau:

The first quarter of 2018 is almost complete and PortsToronto has been hard at work on several projects and initiatives that have had a positive impact on our business and of which we would like to make you aware.

### **Sustainability Report**

Accompanying this letter is a copy of our third-annual Sustainability Report which was released on March 1. PortsToronto is committed to conducting its business with the environment in mind and continues to lead the pack amongst airports and port authorities in efforts to reduce our environmental impact and footprint. This includes powering all operations with green energy through Bullfrog Power, investing in infrastructure such as our Ground Run-up Enclosure, and building green space for the enjoyment of the community. With each report PortsToronto gets closer to achieving our goal of reporting according to the Global Reporting Initiative (GRI) G4 guidelines which is the global standard in sustainability reporting. We are very proud of this report and trust you will enjoy reading it.

### **ACI names Billy Bishop Airport One of the Best in North America**

On March 6, Billy Bishop Toronto City Airport was named one of the Best Airports in North America (over 2 million passengers) by Airport Council International's Airport Service Quality Awards. Billy Bishop Airport ranked second to Indianapolis and Jacksonville, tying with Ottawa International Airport. This is the third consecutive year that Billy Bishop Airport has been named a top airport through Airport Council International.

The 2017 ACI Awards are based on the passenger-driven results of ACI's Airport Service Quality Survey, which saw more than 600,000 in-depth passenger surveys conducted at more than 300 airports across 85 countries worldwide. The survey methodology is predicated on at least 1,200 surveys being conducted at each airport by ACI over the course of a year. The survey gathers information relating to passenger satisfaction across a number of key performance indicators for airport service including airport access, check-in, security screening, courtesy of staff and comfort of waiting areas. We are particularly proud of this award given the rigorous methodology employed and the fact that passengers provide the scoring that drives the process.

### **Noise Management Report**

In February, Billy Bishop Airport released its 2017 Noise Management Report. Although the report reflected a slight year-over-year increase due to new flights over the Toronto Islands and construction associated with terminal construction, the airport saw an overall 43% decrease in complaints since 2013. The report compiles all noise data submitted to the airport's Noise Management Office over the course of the year and highlights the airport's noise-mitigation efforts which include investments in infrastructure and policies to reduce noise. This is in addition to monthly reports that are posted to our website. Interestingly, Billy Bishop Airport is one of the few airports to report on all noise complaints, aircraft related and otherwise.

60 Harbour Street, Toronto, Ontario, Canada M5J 1B7  
Tel/Tél: 416.863.2000 | PortsToronto.com

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Importantly, the new Ground Run-Up Enclosure (GRE), which went into operation in April 2017, has led to a significant decrease in complaints related to scheduled engine-run ups (a decrease of 97 per cent) since its opening. With aircraft take-offs and landings up in 2017 by more than 5,100 movements, the declining numbers are indicative of how Billy Bishop's noise program is keeping pace with its growth.

### **Port of Toronto**

The numbers are in and 2017 was the best year for the Port of Toronto in more than a decade. Welcoming 201 ships over the course of the year, the Port moved 2,172,750 metric tonnes of cargo which represented a 16% increase over the prior year. In addition, the Port of Toronto's popularity as a cruise ship destination continued with 16 passenger cruise ships carrying more than 5,600 passengers visiting PortsToronto's Cruise Ship Terminal between May and October 2017. This represents a more than 120 per cent increase in cruise ship traffic since 2016.

It was also recently announced that PortsToronto will lease its Marine Terminal 51 to Cinespace, the production studio behind this year's Oscar winner *The Shape of Water*. PortsToronto was asked by Mayor John Tory and the City of Toronto to identify space to house the successful studio and, after careful study, we were able to identify an approach that would accommodate the studio with no impact to existing Port operations. The film and television sector is an important economic sector and creator of jobs for the City of the Toronto and Canada overall and we are proud to play our part.

### **Billy Bishop Airport Master Plan**

In 2018, Billy Bishop Airport will complete an update of its 2012 Master Plan. The first public meeting on the Master Plan was held in February and two other public meetings will be held in 2018. This is in addition to meetings with a variety of groups including neighbourhood community groups, airport stakeholders, government agencies, and First Nations communities. The Master Plan will be released in early 2019 and will report on such areas as the long-term vision for the airport, passenger demand, private and business aviation, continuing Medevac operations, U.S. Preclearance opportunities and benefits, commercial slot development and route additions, as well as mitigation recommendations for noise and traffic management, wildlife management, ground transportation, emergency services, security and public safety, infrastructure, and environmental sustainability. We will keep you apprised of our progress over the course of the next year and look forward to releasing the plan.

As you can see, it has been a busy few months at PortsToronto, with much more to come in 2018. As always, we appreciate the support and counsel provided by you and your team and are proud of the role we play on behalf of the federal government in the City of Toronto.

Sincerely,

A handwritten signature in blue ink, appearing to read "G. Wilson".

Geoffrey Wilson  
Chief Executive Officer

A handwritten signature in blue ink, appearing to read "R. Poirer".

Robert Poirer  
Chair of the Board

