IN THIS ISSUE

Airport LINK Makes Its Debut

T3 - East Processor Expansion Unveiled

ORBIS Flying Eye Hospital Pays A Visit
Frequent Flyers

Regular features in Toronto Pearson Today

15 The People @ Pearson

Profiling Sean Best—System Operator of the Airport LINK.

18 In the Shops

Famous for their rotisserie chicken, Swiss Chalet is a pre-flight favourite of travellers at Terminal 3.

20 Art and Exhibitions

In depth: Exploring the installation art of Ingo Mauer.

GTAA announces juried art exhibition.

22 Share Your Photos

Check out photos taken at Toronto Pearson by some of our readers.

Features

2 Connections made easier with the rollout of the Airport LINK.

Imagine going from the Reduced Rate Parking Lot to Terminal 3 and then on to Terminal 1 in a little over three minutes. That’s the convenience of the Airport LINK Automated People Mover—and it’s now in motion.

3 Easy travelling at Terminal 3. Improvements offer spacious facilities and an enhanced travel experience.

Components of the East Processor Expansion project at Terminal 3—a part of the terminal’s overall redevelopment program—were officially opened to the public in June.

4 Eye in the Sky. Helping patients one eye at a time

ORBIS, known worldwide for their efforts in treating the vision impaired living in under-developed countries, made a stop at Toronto Pearson to showcase their Flying Eye hospital.

5 Air France Flight 358 - One year later.

August 2, 2005 will forever be remembered as the day a miracle took place at Toronto Pearson. All 309 individuals onboard an Air France Airbus survived an accident shortly after landing on Runway 24L.

Published by:
Greater Toronto Airports Authority
Corporate Affairs
Toronto Pearson International Airport
P.O. Box 6031
3111 Connaught Drive
Toronto, AMF
Ontario L5P 1B2
www.gtaa.com

Editor-in-Chief:
Connie Turner
416.776.4350
connie.turner@gtaa.com

Senior Editor:
Jason Ritchie
416.776.5584
jason.ritchie@gtaa.com

Art Director:
Jason Ritchie

Staff Writers:
Meghan Gibson, Lindsay Gulin, Jason Ritchie

Photography:
Rodney Daw, Meghan Gibson, Jason Ritchie,
Patricia Wilkinson

Advertising Sales:
publication@gtaa.com

Copyright © 2006 Greater Toronto Airports Authority.

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means (photocopying, electronic, mechanical, recording or otherwise) without the written permission of the copyright holder. The GTAA does not necessarily endorse the products, services or companies that appear in photographs or stories contained within this publication.

ISSN 1718-0244

Toronto Pearson Today is produced bi-monthly. The next edition will be published in October—September/October 2006 issue.

Toronto Pearson Today is made available free of charge at Toronto Pearson International Airport in Toronto, Ontario, Canada. Mailed copies of Toronto Pearson Today are distributed free of charge. Individuals sending a written request to 416-776-7593 containing a name, full mailing address, company and position (if applicable).

This publication can also be found online at www.gtaa.com.

The personal information collected is used exclusively for adding individual names to the Toronto Pearson Today mailing list. At no time will this information be shared with any other party.

To be removed from the mailing list, fax your intention to the number referenced above.
The Debut of the Airport LINK

Story by Jason Ritchie
Photos by Rodney Daw & Jason Ritchie

The way in which air travellers and employees travel between Terminal 1, Terminal 3 and the Reduced Rate Parking Lot off of Airport Road changed dramatically on July 6 when the highly anticipated maiden voyage of the Airport LINK (Automated People Mover) took place.

Built by Doppelmayr Cable Car (DCC) of Austria, the cable liner shuttle system whisks passengers between three stations along the 1,473 m (0.9 mile) route in approximately three and a half minutes, nearly eliminating the need for traditional bussing. The Airport LINK is based on proven “rope-way” technology that DCC has become synonymous with, similar to that found in many ski lift operations. A fixed grip assembly forms the mechanical connection between the train and the cable, which is accelerated, decelerated and stopped by a stationary machine drive system.

Mr. Kaldeway also thanked GTAA employees for their commitment to bringing this project to completion, specifically Lloyd McCooomb (VP Planning and Development), Gerry Winters (Project Manager), Steve Silverhart and the Facility Activation Team, Emergency Planning, Emergency Services, and Mike Riseborough and his team from Operations and Maintenance.

Two independent trains, each made up of six cars, can carry a total of 300 passengers at any given time. And aside from the obvious convenience offered to travellers and employees, the system also has a significant benefit to the environment. By reducing the reliance on bussing operations, fewer bus trips will take place between the Terminals 1 and 3 and the Viscount Road station, therefore promoting cleaner air. Bussing to and from Terminal 2 will continue until early 2007, when transborder operations will be moved to Terminal 1.

On hand for the opening was Intergovernmental Affairs Minister Michael Chong, a former employee of the GTAA. “I’m very fond of this airport having worked here for a number of years,” Minister Chong said. “Very proud of the airport and how successful it’s been as the project unfolds. This People Mover—this link—is an important part of that project that is ongoing and I want to congratulate all the people that have worked on this project.”

The Airport LINK is fully automated, meaning drivers aren’t required to operate the trains. The system only requires one system operator to monitor all functions and to act as the human voice to interact with passengers requesting information through the onboard communications equipment.

The system runs on a patented V-shaped steel tube truss guideway that was prefabricated to reduce construction site impact. The rope-way technology so popular with ski lifts because of its versatility in adverse weather conditions is ideally suited to handle the variable weather conditions of Toronto. Unlike a car that relies on friction between the wheel and the road, the trains are propelled and stopped by cable, allowing the trains to operate continuously during snowfalls and freezing rain.

As each car is a ‘monocoque’ structure, similar to an aircraft, the skin absorbs all or most of the stresses to which the body is subjected. The aluminium box sections are made of high-grade, corrosion-resistant alloy, which practically eliminates any fire risk.

The cars offer a spacious ride and are fitted with large windows and double sliding doors on one side. And because of the unique design methods and material used, the Airport Link operates almost noise-free—important as the trains pass by the Sheraton Gateway Hotel adjacent to Terminal 3.

The Airport LINK operates 24 days per day, 7 days a week and is provided free of charge to riders.

“...all the puzzle pieces are starting to form a very clear picture. This picture is one of an airport equipped to handle the needs of the passengers that it serves.”

John Kaldeway
GTAA President and CEO
Terminal 3 Expands To Meet Demand

Story by Meghan Gibson

Travellers moving through Terminal 3 will be greeted with more space and a plethora of new and expanded services as the East Processor Expansion (EPE) has now been completed. The expansion, which commenced in the summer of 2004, maintains the existing architectural structure of Terminal 3 and the distinctive ‘East Window’ that the terminal is renowned for, while adding desirable amenities that make the experience at Terminal 3 convenient and enjoyable.

At an unveiling ceremony in June, GTAA President and CEO John Kaldeway paid tribute to the many people and companies that collaborated on the EPE. “This extensive project came about as the result of many people working side by side to complete the tasks at hand,” said Mr. Kaldeway. “And I would like to thank all those directly involved whose efforts have delivered this quality project on time.”

Aside from many external contractors, Mr. Kaldeway acknowledged the efforts of GTAA personnel, including Greg Harrison (GM, T3 Redevelopment Project), Ron Thompson (Construction Manager) Bogna Crenson (Design Manager) and teams from Operations and IT&T.

With passenger safety and security at the fore, the EPE features 100 per cent hold baggage screening, meaning all outbound checked baggage gets automatically screened after being inducted into the baggage system.

Other features of the EPE include forty new check-in counters to expedite the check-in process and reduce congestion in this area in addition to eight self serve check-in kiosks. There also exists space for additional check-in counters and self serve units as needed.

In addition to safety and efficiency, the expansion creates places where passengers, family and friends can enjoy the time waiting for their flight. Terminal 3 now offers travellers more retail locations for the purchase of any last-minute items and additional food and beverage outlets to please the most discerning of palates.

International passengers are now enjoying an enlarged and streamlined Canada Border Services Agency (CBSA) processing area and a more inviting ‘Meet and Greet’ space where awaiting acquaintances can be easily located in the spacious surroundings.

After the expansion, travellers are finding that getting to and from the parking garage at Terminal 3 has also been simplified. Passengers are now using the underground walkway, equipped with convenient pay-on-foot (Autopay) machines, to get from the terminal directly to the parking garage.

And aside from the improved facilities for airport users, Toronto Pearson staff are also benefitting from the enhancements, specifically the addition of more airline office space and the new ‘Special Operations’ facility.

Due for completion as part of Phase 2 of the EPE in February 2007 is a larger Pre-Board Screening area. The existing international bag claim hall will also receive an overhaul which will entail the addition of two new bag claim carousels and one additional Over Size item claim area.

The overall redevelopment of Terminal 3 will not be fully complete until the West Processor Expansion shell-in (complete in fall 2006) plus its fit-up (with Commuter Lounge and new Primary Inspection Line A) is complete in late 2007 early 2008.

With the opening of the EPE in Terminal 3, the GTAA has taken another step forward in the improvement of Toronto Pearson, making it one of the most convenient airports in the world. Unprecedented amenities and services coupled with the connectivity demanded by today’s traveller has positioned Toronto Pearson as the North American airport of choice.

The GTAA extends their sincere thanks to the following firms that participated in the East Processor Expansion:

- SAAi+MMM (a joint venture of Scott Architects and Marshall Macklin Monaghan Consulting Engineers)
- Peto MacCallum Ltd.
- RS&G Commissioning
- Aecon Buildings

- Electrical sub: Plan Group
- Mechanical: Modern Niagara Inc.
- Excavation & Shoring: John Bianchi Grading Ltd
- Baggage Systems: Glidepath Canada Ltd
- Structural & Misc. Metal: Mometal Structures Inc.
- Concrete Forming: Alliance Forming Ltd.
- Curtain Wall/Glazing: Ferguson Neudorf Glass Inc
- Siding: Flynn Canada Limited
- Elevators/Escalators: CNIM Canada
- Roofing: Dean Chandler Roofing Ltd.
- Painting: Decoral Painting Ltd.
- Drywall & Ceilings: Oakdale Drywall & Acoustics Ltd.
- Sprinkler: Guardian Fire Systems Inc.
- Fire Alarm/Security: Siemens Building Technologies Inc.
- Millwork (Counters): Amati
- Masonry: Limen Masonry
- Fireproofing: Nerllevel
- Demolition: Lions Group
- Hard Landscape: UGC Group

Toronto Pearson International Airport
Satisfaction Study™ released recently places Toronto Pearson among the most respected airports in North American in terms of customer service.

The study—undertaken by the American-based global marketing information services firm in association with Aviation Week Magazine—tabulated data from more than 17,000 evaluations conducted by nearly 10,000 travellers who provided input on the airports from which they departed and the airports they arrived at.

Results of J.D. Power and Associates 2006 North America Airport Satisfaction Study™ released recently places Toronto Pearson among the most respected airports in North American in terms of customer service.

The study—undertaken by the American-based global marketing information services firm in association with Aviation Week Magazine—tabulated data from more than 17,000 evaluations conducted by nearly 10,000 travellers who provided input on the airports from which they departed and the airports they arrived at.

The results were tabulated using an overall airport satisfaction index score based on a 1,000 point scale; Toronto Pearson received 691 points.

"The study results are indicative of the improvements we’ve made at the airport over the past several years," says Eve Wiggins, GTA Manager, Customer Service Quality. "Everyone at the airport is focused on the delivery of high quality customer service, first and foremost, and our travellers are letting us know that we are on the right track."

The highest score achieved in the medium-size category was by LaGuardia International in New York who received 722 points. Other top scores included large-size airport (30 million or more passengers per year) McCarran International in Las Vegas (706), and small-size airport (less than 10 million passengers per year) Dallas Love Field in Texas (718).

Toronto Pearson was the only Canadian airport to place in the top ten in any of the three categories. Vancouver International and Calgary International were the only other Canadian airports to make the list; however, both placed below the medium-size airport segment average of 685 points.

Now in its sixth year, the study measures overall airport satisfaction in three segments (large, medium and small) based on eight factors: airport accessibility, check-in/baggage check, security check, terminal facilities, food and beverage, retail services, baggage claim and immigration/customs control.

From the same study, it was also determined that air travellers’ confidence in the safety of airports is on the rise. The study finds that 47 per cent of travellers report feeling “very safe” while flying within North America, compared to just 13 per cent who say they feel “very safe” when travelling outside of North America. While 30 per cent feel it is “unsafe” or “very unsafe” to travel abroad, just four per cent of travellers feel the same about travelling domestically.

“The results clearly reflect the confidence travellers have in the ability of North American airports to secure our airways,” said Jim Gaz, senior director of travel and entertainment at J.D. Power and Associates. “Despite the extra time airport security adds to the airport process, overall, passengers feel confident in the security at North American airports due to the thoroughness of screeners and the implementation of new technologies at some airports.”

The ORBIS Flying Eye Hospital, touted as the world’s only fully equipped, state-of-the-art eye surgical and teaching hospital housed inside a DC-10 aircraft, made a special goodwill visit to Toronto Pearson in June.

Presented by Sun Life Financial, the visit afforded many a peek inside a truly unique piece of machinery that tours the world to prevent blindness and restore sight to thousands.

ORBIS says that 90 per cent of the blind of the world live in the places they visit—typically developing countries. Inexpensive and often simple cures fix the majority of problems ORBIS treats; however without their involvement, medical assistance is often financially prohibitive or resources too scarce in these poorer countries.

Launched in 1982, the ORBIS Flying Eye Hospital took to the skies to make a difference in the lives of the world’s less fortunate. More than one million people have received medical treatment through the program and in excess of 124,000 healthcare professionals have enhanced their skills through ORBIS programs in more than 80 countries. It is estimated that through the skills gained and the sharing of information amongst medical professionals, as many as 27.5 million children and adults have benefited from ORBIS programs.

Converted to an ophthalmic hospital and innovative teaching facility, the DC-10 aircraft is flown by volunteer pilots. Medical teams are also comprised of volunteers donating their time and expertise to bring things into focus for many.

One step inside this flying hospital and one can see just how unique this aircraft is. The DC-10 is separated into eight sections. The flight deck can be found in its usual position, but directly adjacent is the classroom facility where nurses and biomedical engineers provide training to their local counterparts.

Behind the classroom, one can find the associated audio/visual room, followed by the laser room. The operating room accounts for a good portion of the fuselage and is connected to the Substerile Room. Towards the tail, patients retreat to the recovery room post treatment. Space at the very back of the aircraft houses a communications centre.

ORBIS Canada is part of a non-aligned, non-profit global development organization dedicated to preserving and restoring sight by strengthening the capacity of local partners to prevent and treat blindness. ORBIS has been praised as a diplomatic ambassador promoting cooperation between nations and an effective organization in the fight against global blindness.

FedEx works closely with ORBIS, and on their latest visit to Toronto, FedEx presented “Destination Monde,” a fundraising reception to help keep the “eye” in the sky.

After departing Toronto, the flying hospital made its way to Africa to implement sight-saving programs in Ethiopia, Uganda, Nigeria and Ghana.
Air France Flight 358 - One Year Later

Peering into the ravine at the end of Runway 24L today, one would be hard-pressed to find much in the way of visual reminders of the events that took place there one year ago, on August 2, 2005. And the headlines in the newspapers the morning after summed up the story quite succinctly:

“ALL 309 SURVIVE AS FLAMES ENGULF PLANE”

“We practise this month after month, year after year,” said GTAA President and CEO John Kaldeway at a press conference on August 3. “We practice this against the hope that it will never happen. But we train and we practice and yesterday, the event that we wished would not happen, did.”

Those were the words spoken by the GTAA President and CEO one day after the overrun of Air France Flight 358 occurred on the southern portion of the airport’s property.

Highly trained GTAA emergency personnel were on scene promptly following the incident. The quick response combined with actions taken by the crew aboard Flight 358 have been attributed by many as being the catalyst between what did happen and what could have happened.

Looking back on that day, GTAA Vice President of Corporate Affairs, Steve Shaw, cites a number of elements that worked toward a successful outcome. “I think first and foremost is the fact that we are well prepared for emergencies of this nature,” he said. “We have put a lot of work into our highly respected and comprehensive emergency plan. Although there are times when the occurrence of accidents can’t be controlled, our response to them can.”

Mr. Shaw also points to the excellent working relationships that exist between the GTAA and the many agencies that either responded to the incident or offered to do so.

He also commented that during large scale emergency situations, communication is key. “With crew, there were 309 people on board Flight 358. From the start we were committed to providing the media and in turn the public with timely, accurate information to help ease the worry of those with family and friends on board.”

The matter of investigating what caused the accident remains with the Transportation Safety Board.

“To this day, we are pleased that the overrun didn’t result in the loss of life. The accident is something that we hope never to see repeated,” says Mr. Shaw. “But should it happen, we have plans in place to react quickly and efficiently.”

Scoring Big For Neighbourhood Charity

Five teams from the airport community faced off over 12 hours during the first-ever Toronto Pearson Cup hockey tournament. Registration fees collected from the event went to the Albion Boys and Girls Club.

The puck was dropped just after 8 a.m. in the first of 11 games played on June 10 at Canlan Ice Sports as the inaugural Toronto Pearson Cup—hosted by the GTAA—got underway.

“We thought it would be a good idea to do something enjoyable to bring the airport community together,” said Steve Shaw, GTAA Vice President of Corporate Affairs. “It was also important for us to host an event that would benefit members of the community external to the airport, of which we share a close connection.”

The Albion Boys and Girls Club was chosen as the recipient of the monies raised because of the important work they do in the neighbourhoods surrounding Toronto Pearson.

Through tournament registration, $2,500 was collected, all of which went to the selected organization. Fees for the icetime and referees were paid by the GTAA.

With $2,500, the Albion Boys and Girls Club could send 71 kids to camp for a week, or provide 29 children with a healthy breakfast for each day of a school year, or buy paints and craft materials and a basketball for 50 after-four clubs.

The GTAA was well-represented by four of the teams: FM Aeros, GTAA Flyers, Iceaholics and the Deicers. Swissport Shockers, representing the ground handling firm Swissport, was the fifth entry.

Although the real winners were the boys and girls benefitting from the tournament, the Cup was hosted by tournament champions the FM Aeros, comprised mainly of employees from GTAA Field Maintenance.

The FM Aeros—who won three of their four scheduled games—squared off against the Swissport Shockers who went into the final game as the only undefeated team of the tournament. Swissport put up a noble effort, especially considering they had only two substitute players to call upon. After the dust settled, Swissport went down by a score of 9 to 4.

The GTAA extends its thanks to the Sheraton Gateway Hotel for supplying water bottles for the day. The Toronto Pearson Cup will become an annual event and more teams will be invited to play next year.

Thank you to everyone who came out to play or support their co-workers. The Albion Boys and Girls Club appreciates your generous support.
Tell us your thoughts on Toronto Pearson Today

Thank you for reading Toronto Pearson Today.

This is the fifth issue since we began publishing in November 2005. By now, you have had the chance to see what we offer in this publication; but we need to know if we are covering the topics of interest to you. Toronto Pearson Today is distributed to a diverse audience, from the travelling public to airport tenants and employees, local businesses and the surrounding community—each with a specific reason for reading this newsletter.

We invite you to share your thoughts on this publication. Please tell us what you like, don’t like or would like to see in future issues. Only by knowing what our readers want can we continue to expand this publication and serve the needs of everyone who picks up a copy.

Please take a moment to answer the questions below, clip out along the dotted line and fax to (416) 776-7593. Alternately, an online version can be completed at www.gtaa.com/tpsurvey

1. How do you receive your copy of Toronto Pearson Today?
   __ A copy is mailed to you
   __ You pick up a copy at a terminal
   __ You read it online
   __ Other (please specify) ____________________

2. Which features are most interesting to you? Please rank in order from 1 to 5 with 1 being most important, 5 being least important.
   __ Airline/Airport news
   __ Airline/Airport business news
   __ Safety and Security
   __ Employee/job profile
   __ Travel/Tourism information
   __ Human interest articles
   __ Photo submissions by readers

3. What is your gender?
   __ Male
   __ Female

4. What is your age group?
   __ 18-24
   __ 25-29
   __ 30-39
   __ 40-49
   __ 50-59
   __ 60 or over

5. Which best describes your affiliation with Toronto Pearson?
   __ GTAA employee
   __ Airline employee
   __ Passenger
   __ Toronto Pearson tenant
   __ Community group or local resident
   __ Local business, Chamber of Commerce, Board of Trade
   __ Travel agent or tour operator
   __ Local, regional, political or federal politician
   __ Government Agency (such as CATSA, Transport Canada and Customs)
   __ Media
   __ Other airport or airport authority
   __ Other

6. What is the highest level of education you have completed?
   __ PhD
   __ Master’s Degree
   __ Bachelor’s Degree
   __ Non-university certificate/diploma
   __ Trade/apprenticeship
   __ High school
   __ Have not graduated high school

7. What is your geographic location?
   __ Toronto/GTA
   __ Southwestern Ontario
   __ Within Ontario
   __ Within Canada
   __ Outside Canada

8. If applicable, would you consider advertising in Toronto Pearson Today?
   __ Yes
   __ No

Please provide comments on your likes or dislikes of this publication or thoughts on content for future issues of Toronto Pearson Today. Please be as specific as possible. Thank you for your input and helping to make Toronto Pearson Today the best it can be.

_______________________________________
_______________________________________
_______________________________________
_______________________________________
_______________________________________
_______________________________________
_______________________________________
_______________________________________
_______________________________________

Toronto Pearson International Airport

Toronto Pearson Today - July/August 2006
Login now to High-Speed Internet

Now available in Terminal 1

SSID: hotspot_Bell

TOLL FREE SUPPORT 1-800-550-5030
GTAA President and CEO announces retirement

After two years of being at the helm of the GTAA and the busiest airport in the nation, John Kaldeway announced his retirement early in July. His extensive and varied career in the aviation business has extended for more than 30 years. His decision to retire is one that has been thought over for many years. “Since I assumed the position of President and CEO,” said Mr. Kaldeway, “it has been my intention to retire at the end of my contract, which runs to the end of this year.”

He added that now is the right time to announce his plans to allow the Board of Directors to begin the process of selecting his successor.

Mr. Kaldeway joined Transport Canada Headquarters in Ottawa in 1974 in the Internal Management Consulting Division, transferring to the Airports Directorate in 1982 where he was responsible for Management/Operations Reviews and Operating Budget Management of Canadian Airports. In 1986 he was appointed Special Assistant to the Executive Director, Airports Directorate, Ottawa. Mr. Kaldeway has called Toronto Pearson home since 1988 when he came here to take on the position of Assistant to the Airport General Manager. By 1991, he was promoted to Director, Airport Operations, and in 1994 took a one year assignment as Project Director, Southern Ontario Area Airports Study.

It was in 1996, the year the GTAA took over operational responsibility for Toronto Pearson, that Mr. Kaldeway was confirmed as the GTAA’s Director of Operations. His promotion to Vice President, Operations and Maintenance, followed in March of 1999.

Mr. Kaldeway’s involvement in the opening of Terminal 1 was integral to the success of the event. His position of Vice President, Transition Programs—which he assumed in February 2002—meant that he was responsible for the commissioning and transition to the new Terminal 1. Immediately prior to the position of President and CEO, Mr. Kaldeway was responsible for the day-to-day operation of Toronto Pearson in his capacity of Chief Operating Officer.

The Board of Directors of the GTAA will initiate a formal search for a successor to Mr. Kaldeway, anticipating that the new President and CEO will be in place in the first quarter of 2007. Mr. Kaldeway has agreed to remain until such time as his replacement has been appointed to ensure a smooth and orderly transition in the management of the GTAA and Toronto Pearson.

In accepting his resignation notice, Mr. Hurren paid tribute to Mr. Kaldeway’s long and distinguished career in the aviation industry and his excellent leadership of the GTAA through the last two years. As a respected member of the aviation community, Mr. Kaldeway has made many friends throughout his storied career who wish him much success in all of his future endeavors.

Prime Minister publicizes funding for air travel security

The warehouse of BAX Global at Toronto Pearson was the backdrop as Prime Minister Stephen Harper announced his government’s plans to help increase Canada’s capability to detect and respond to a potential terrorist attack.

The Prime Minister stated that Canada’s new government is already taking significant action, both here at home and overseas, to confront the threat of terrorism. Noting that terrorists have targeted transportation systems in nations such as the U.K. and Spain, the Prime Minister added that Canada must do everything possible to prevent such attacks from occurring here.

“We need to better ensure that Canada does more to prevent terrorism at home,” the Prime Minister said. “We need to do more to protect our people and our institutions.”

The measures announced recently include initiatives to bolster the safety and security for Canada’s land, sea and air travel networks. In addition to enhancing programs that protect our transportation system, the Government will also work to better coordinate the anti-terrorism efforts of the various agencies and organizations that are responsible for transportation safety.

“Canada can choose to ignore terrorism, but terrorism will not ignore Canada,” the Prime Minister concluded. “Our new government is prepared to act and the measures announced today will better secure Canada and help protect the Canadian way of life.”

The Harper government has committed to invest $254 million over two years to bolster Canada’s transportation security infrastructure. Of the four key initiatives of the plan, two deal specifically with air travel security measures.

The government has committed $26 million over two years for air cargo security initiatives designed to enhance existing air cargo security measures. These initiatives include measures to ensure the integrity of air cargo supply chain, as well as the evaluation of screening technologies.

The plan also covers air passenger screening with $133 million over two years for the Canadian Air Transport Security Authority (CATSA). The investment will enable CATSA to respond to increasing air passenger volumes and corresponding operating pressures.
CanJet/Harmony Airways form partnership

CanJet Airlines and Harmony Airways have announced that they have formed a marketing partnership to provide customers with another option for coast-to-coast service across Canada.

In his announcement of the service which began on June 1, 2006, CanJet’s Director of Marketing and Sales, Doug Newson, explained the benefits to travellers of the partnership and how Toronto Pearson fits into the equation. “With both airlines operating into Toronto Pearson International Airport, there is an opportunity for CanJet to provide Vancouver-bound passengers to Harmony and for them to provide eastern-Canada-bound customers to our airline. Working together, we are now able to offer our respective customers a high-quality, low-fare service option coast to coast.” Harmony Airways President and CEO Gary Collins was equally optimistic about the partnership. “We’re excited to partner with CanJet and pair our 17 weekly Vancouver-Toronto flights with their eastern Canadian and Maritime destinations,” said Collins. “We’re providing Canadian travellers with more options when they fly from coast to coast. Harmony Airways and CanJet are happy to step up and give passengers what they want.”

Harmony Airways operates the Boeing 757-200 series aircraft, which features a 32-inch seat pitch with 155 seats in economy class and 16 seats in their Harmony One business class. The airline offers full-meal service and inflight entertainment. They provide year-round service from Vancouver to Calgary, Toronto, New York, Las Vegas, Maui and Honolulu, plus seasonal service from Vancouver to Palm Springs and San Francisco, and from Calgary to Maui.

CanJet’s airline division provides low-fare, scheduled service to 14 markets in Canada and the U.S. with Boeing 737 aircraft. For more information and to make a booking, contact CanJet’s Reservation Sales Centre at 1-800-809-7777, or visit www.canjet.ca or www.harmonyairways.com.

Air Canada commences service to Shanghai

First announced in Toronto Pearson Today (March/April 2006, page 9) Air Canada officially launched its non-stop service between Toronto and Shanghai on June 17, 2006.

Ben Smith, Air Canada’s Vice President of Network Planning, says the departure of AC087 from Toronto further enhances the carriers already extensive service to China and Asia. “Shanghai has long regarded as a gateway to the Orient. Air Canada is pleased to provide customers with more flexibility and choice when travelling to or from the region and making connections on our global network beyond.”

The three-times weekly service is the only non-stop flight from eastern North America to Shanghai and offers the fastest flying time from Toronto; 14 hours, 45 minutes westbound and 13 hours, 40 minutes eastbound, saving travellers three hours in each direction compared to the Vancouver routing.

AC087 will be departing Toronto on Tuesday, Thursday and Saturday at 2:40 p.m. AC088, inbound from Shanghai, will arrive in Toronto on Wednesday, Friday and Sunday at 8:35 p.m. All flights will take place using a 285-seat A340-300 aircraft.

GTAA extends welcome to Transaero Airlines

Moscow-based Transaero Airlines began weekly service between Toronto Pearson and Domodedovo International Airport (DME) in Moscow on June 21, 2006.

The 767-300 will be arriving in Toronto on Wednesdays at 11:45 p.m. The outbound flight departing for Moscow will leave on Thursdays at 3:30 p.m. All operations for Transaero Airlines will take place out of Terminal 3.

Transaero was a charter airline first with aircraft leased from Aeroflot and was the first non-Aeroflot company approved for scheduled passenger services in Russia. In April 1993, Transaero became the first Russian airline to operate western aircraft when it received its first Boeing 737-200, followed by its first Boeing 737-200 in April 1994. They were also the first Russian airline with a frequent flyer program, established in 1995.

Aside from Toronto, the airline’s other Canadian stop is Montreal, a route that began in May, 2005.

Air Canada bound for Abbotsford from Toronto

Air Canada’s schedule was recently expanded with the introduction of a non-stop service between Abbotsford, BC, and Toronto.

The inaugural flight on June 16 and all other journeys between the two cities will be flown using Embraer E190 jet aircraft.

“We are pleased to offer our customers in one of the fastest growing areas of British Columbia the choice and convenience of non-stop flights from Abbotsford to Toronto,” said Ben Smith, Air Canada Vice President, Network Planning. “Our flights offer the spacious comfort of all aisle or window seating in both Executive Class and Economy Class, and are scheduled to offer convenient connections throughout Air Canada’s extensive North American network, and major European gateway cities.”

The new, ultra-modern, spacious and efficient Embraer E190 jet is configured with nine Executive Class and 84 Economy Class seats. The aircraft are equipped with Air Canada’s new personal entertainment system that is being introduced fleet-wide and features 8.9-inch-wide digital in-seat monitors with touch-screen controls offering audio and video on-demand programming at every seat.

AC will depart from Abbotsford at 11:50 a.m. local time and arrive into Toronto at 7:10 p.m. local time.

AC 281 leaves Toronto at 9:10 a.m. local time with a scheduled local arrival time in Abbotsford of 11:05 a.m.
WestJet now flies more often to the U.S.

WestJet has announced that it is enhancing its winter schedule with the introduction of new, non-stop transborder flights and additional daily flights from Canada to the United States.

Aside from Toronto, WestJet will also provide enhanced service to the U.S. from Vancouver, Calgary, Edmonton, Winnipeg, Ottawa and Montreal. This news follows WestJet’s recent announcement that it will expand its service to Hawaii through the fall, with daily service to both Maui and Honolulu from Vancouver.

“WestJet is extremely pleased that our strategic plan of expanding into the U.S. is working so well,” said Sean Durfy, WestJet’s Executive Vice-President of Marketing, Sales and Airports. “With these new enhancements to our schedule, almost one quarter of the capacity in our network will be going south of the border this winter.”

Starting October 29, 2006, the airline will launch new seasonal non-stop service between Toronto and West Palm Beach, operating three times a week. With a scheduled commencement date of October 29, WestJet will also increase the number of departures in its existing route network serving the U.S. and Canada to daily non-stop service and bring back seasonal non-stop service between specific cities. Enhanced winter routes between Toronto and other U.S. cities include: Fort Myers (daily, an increase of three flights a week), Fort Lauderdale (daily, increase of two flights a week), Orlando (twice a day), Tampa (daily).

Information on service to the U.S. from many other Canadian cities and online booking can be found at www.westjet.com.

More convenient gates announced for WestJet passengers

WestJet began consolidating its domestic and international charter Toronto operations in Concourse at Toronto Pearson’s Terminal 3 on June 16, 2006.

The benefits of these gate assignments will be noticed by those passengers making connections on WestJet’s domestic flights as their location enables travelers to do so more quickly.

“This is a great move for us as the GTAA clearly acknowledges our growth in Toronto to more than 300 flights per week, with WestJet representing 86.9 per cent of total enplaned domestic guests in Terminal 3,” said WestJet’s Vice-President, Airports, Dale Tinevez. “Our special thanks go to the GTAA for understanding our company’s determination to present our guests with the best customer service available in the industry as we continue to grow.”

Happy 4th Birthday, CanJet!

CanJet Airlines recently celebrated its fourth birthday since commencing service on June 20, 2002. Based in Halifax, Nova Scotia, CanJet began service with three Boeing 737-200 aircraft serving three destinations. Today, they have a fleet of 10 Boeing 737-500 series aircraft serving 14 destinations in Canada and the USA.

CanJet marked this special occasion with birthday cake, refreshments and fun for their customers at each station. At Toronto Pearson, their East Coast spirit shone through during celebrations at Terminal 3 with a Celtic dancer and a video highlighting Nova Scotia rounding out the day’s festivities.

Zena Rowell, Manager of Customer Service, believes the reason for CanJet’s success is the airline’s employees. “We are a tight-knit group working in a family atmosphere,” says Rowell.

In addition to cake and refreshments, CanJet thanked its customers with the Just 4 You birthday seat sale offering special discounted fares on all domestic routes during the first 20 days of June. For more information, visit www.CanJet.com.

CanJet staff cook up a storm for charity

Clad in pink and white attire and armed with an array of homemade delights, CanJet staff held their second charity bake sale at Terminal 3 on June 27, 2006.

The event was so well-received the first time around on February 14, 2006, that the CanJet social committee decided to make the sale a tri-annual event. The inaugural Valentine’s Day sale raised $150, which was generously donated to the Breast Cancer Society in CanJet’s name. A portion of the proceeds from the June sale ($1,700) will be donated to the Breast Cancer Society.

When the Breast Cancer Society caught wind of CanJet’s plans to continue the charity bake sale throughout the year, they graciously provided t-shirts to the members of the social committee and their familiar pink ribbon pins to be handed out.

Brian Fernandes and Sameiro Reis, members of the CanJet social committee and bake sale organizers, expected the turnout on June 27 to far exceed February’s, saying that “ever since our last sale, people have been asking when we are going to hold another one.”

June’s bake sale showcased food from all over the world, a very fitting theme since CanJet’s staff come from various points across the globe. “We (CanJet) are a very multicultural family; we have staff that come from Spain to Trinidad and everywhere in-between,” says Reis.

CanJet is eager to continue supporting this worthy cause and is looking forward to their next bake sale, which is planned for October of this year.

CanJet thanks all the members of the social committee who participated in the event by donating their time and delicious creations, and all those who support the cause by making a purchase.
Sunwing Airlines goes coast to coast

Sunwing Airlines, known best for carrying passengers from their company’s travel arm (Sunwing Vacations) to southern hot spots, recently announced they will begin a coast-to-coast domestic program with a focus on secondary urban markets in Ontario, British Columbia and Atlantic Canada.

“We created this program to fill a void in the industry,” said Stephen Hunter, COO of Sunwing Vacations. “The federal government has indicated they want airlines that provide affordable, convenient transportation servicing secondary urban markets between Atlantic Canada and Ontario, options that don’t currently exist for travellers.”

Lufthansa’s Toronto team best in world for customer service

Lufthansa lists quality and customer satisfaction as the main pillars behind their operation.

For this reason, the airline routinely seeks feedback from their passengers in the form of a survey to gauge the efficiency of their ground service and product at all airports in their network.

The latest results (March 2006) place the Toronto Pearson airport team, led by their station manager Bernd Rabich, as the number one team worldwide.

Customers were exceptionally satisfied with the ground product quality, the waiting time at check-in, and the friendliness and helpfulness of the check-in staff.

What makes this survey result even more outstanding is fact that the month of March included Spring Break traffic, one of the busiest times of the year for travel by air.

Skyservice given designation to fly to Portugal

The Honourable Lawrence Cannon, Minister of Transport, Infrastructure and Communities, recently announced the designation of Skyservice Airlines Inc. to operate scheduled international air service between Canada and Portugal.

Skyservice currently holds a non-scheduled international licence for the operation of charter services. The new designation to operate between Canada and Portugal will permit the airline to offer scheduled international air service.

“The designation of Skyservice as a scheduled carrier provides greater certainty for the carrier, while ensuring choice for travellers between Canada and Portugal,” said Minister Cannon. “I am pleased that the new agreement with Portugal is creating new opportunities.”

Following a modification to Canada’s international air transportation policy announced on May 21, 2002, a Canadian air carrier can apply to the Minister of Transport, Infrastructure and Communities for designation to operate scheduled international air services.

According to a statement released by the Minister’s office, Skyservice has indicated it intends to operate scheduled air service to Lisbon and Faro.

Exemplary effort leads to praise from the Department of National Defence (DND)/Canadian Forces and a new Protocol for repatriation of fallen Canadian soldiers.

Repatriation of those that have lost their lives while serving their country is an important function that the GTAA has stepped up to assist with.

Although no protocol existed when deceased soldiers were transported through Toronto Pearson in the past, a number of employees combined their working knowledge of airport operations to ensure the event was handled with dignity, professionalism and promptness. Among those involved during the first repatriation events were Jim Bertram (GTAA Director of Public Safety), Scott Smith (GTAA General Manager, Operations Control Centre), Chris Mitchell (GTAA Manager, Security Response), Wayne Finkle (GTAA Security Response Officer).

“On an emotional level, repatriation is very difficult for the families and soldiers involved,” said GTAA President and CEO John Kaldewey. “I’m very proud that our staff has the ability to step in and take charge of a situation like this and ease the burden on others in their time of grief.”

The GTAA has liaised with the Department of National Defence and Canadian Forces to work their protocols into procedures followed by the GTAA. From ensuring military personnel and family members of the deceased have a place to gather at the airport, to ensuring the process for screening luggage of those accompanying the soldier is carried out in a simplified manner, the GTAA makes it work with partners such as Air Canada and Canada Border Services Agency.

At a recent recognition ceremony, all four of the previously mentioned employees received acknowledgement for their efforts.

The protocol created by the GTAA is not only adhered to at Toronto Pearson: airports across Canada that handle repatriation activities follow the same procedures. It was most recently enacted on May 23 during the repatriation of Capt. Nichola Goddard, Canada’s first female combat soldier to be killed in combat.

With Canada’s increased involvement in international affairs abroad, the unfortunate reality is that some soldiers may be fatally wounded.
Cathay Pacific named Airline of the Year, 2006

Global travel and transport information company Official Airline Guide (OAG) has awarded Cathay Pacific Airways with the distinction of being “Airline of the Year 2006.”

The award was handed out at the 24th installment of the awards ceremony held in London, England, and capped off an unprecedented run of coveted best airline awards for product and service excellence as the airline celebrates its 60th anniversary year.

The awards are among the most valued and respected in the industry, “representing the views of the most frequent travellers,” says an OAG representative. “(Based on an independent and unbiased selection process) the awards recognize airlines’ ability to deliver the promises made by their marketing and advertising departments. It is for this reason that the OAG Airline of the Year Awards are held in such high esteem.”

OAG Chairman Eddie Bell congratulated Cathay Pacific for delivering excellence, both in the air and on the ground, and stated “the awards are public affirmation of both the product and service Cathay Pacific delivers. Not simply a snapshot taken on a particular day, they reflect the airline’s overall performance, throughout the year.”

Cathay Pacific Chief Executive Philip Chen was quick to share the spotlight with others that made the award possible. “As the airline of Hong Kong, we are honoured to be presented with this award and owe much to the can-do spirit of the Hong Kong people, which drives everyone in Cathay Pacific to always do better,” said Chen. “The guidance of our board, the excellence of all who work at Cathay Pacific and the support of our partners and customers made this award possible.”

Cathay Pacific beat off competition from more than 40 airlines nominated in 16 regional and global categories.

Cathay freighter route expands: Next stop Toronto

Cathay Pacific Airways has added Toronto to its expanding freighter network, strengthening Hong Kong’s position as a global logistics hub.

With the addition of the two latest routes (Toronto and Stockholm) freighter destinations served by the airline now total 30.

The new flights, along with continued fleet expansion and recently announced plans to build and operate a third air cargo terminal at Hong Kong International Airport, underline Cathay Pacific’s aggressive expansion of cargo services to and through Hong Kong.

The scheduled service to Toronto is set to commence on September 20, 2006, and operate three-times-weekly as an extension of the airline’s freighter service to New York.

Cathay Pacific Director and General Manager of Cargo, Ron Mathison, said “The addition of Stockholm and Toronto continues our sustained network expansion, which started with Munich in 2004, then Shanghai, Dallas and Atlanta in 2005, and last month Chennai. Our continued growth is critical to the future success of Hong Kong, whose air cargo hub status is increasingly being threatened by lower-cost competition from neighbouring airports.”

Cathay freighter service will arrive from Hong Kong three times per week on Wednesday, Thursday and Saturday. Respective arrival times will be 9:35 p.m., 9 p.m. and 9:45 p.m.

Toronto to Hong Kong (via New York) will operate Wednesday, Thursday and Saturday with respective departure times of 11:35 p.m., 11 p.m. and 11:45 p.m.

Important airport phone numbers to change

Throughout the second last week of August, an initiative will be underway to change all GTAA sponsored and owned telephone numbers beginning with (905) 676-xxxx to (416) 776-xxxx. The last four digits will remain the same.

Important to note with this switch is the change in telephone number of the airport’s emergency number. Previously, callers would dial (905) 676-3033 for emergency related situations. The new number will be (416) 776-3033.

Any emergency call placed on the old exchange will be automatically redirected to the new exchange to ensure there is no delay in answering the emergency line by an Airport Operations Control Centre (AOCC) Specialist.

Also at the end of the transition period of August 21-29, any non-emergency calls placed on the old exchange will continue to be automatically redirected for a period of six months, at which time a re-evaluation will be conducted on whether to continue to automatically redirect for another six month period or move on to the next phase—that of leaving a pre-recorded voice message directing the caller to call the new number.

To report an emergency at the airport, callers must dial the airport emergency number rather than calling 911. Failing to do so may delay the response of emergency service personnel.

Toronto Pearson becoming smoke-free

Although Toronto Pearson operates on federally owned land, the GTAA has supported a provincially driven initiative to eliminate smoking in all public buildings.

Some food and beverage outlets at the airport had previously maintained smoking rooms for their patrons. In recent months however, these rooms have been redesignated and no longer permit smoking.
Passengers can now wirelessly link to the Internet, send e-mails and access their corporate network post-security in Terminal 1.

The GTAA has installed Wi-Fi networks at Terminal 1 that provide users with wireless Internet access regardless of which Internet Service Provider they use.

"Terminal 1 is widely regarded as the most technologically sophisticated airport terminal in the world," says GTAA Vice President of Information Technology and Telecommunications, Jim Burke. "The IT&T infrastructure has been in place since the building was constructed. In fact, we (the GTAA/airport community) have been using Wi-Fi for operational purposes since the terminal opened. This is essentially the GTAA seamlessly adding a similar feature. Passengers have been telling us that they rely on access to the Internet, so the GTAA responded."

Laptops or PDAs must run Windows XP, NT, 2000 or ME, or Macintosh OS9 or 10 and have either a built-in 802.11b/g capability or an external PCMCIA Network Interface Card (NIC).

The Windows XP operating system automatically detects the service and notifies you that a wireless network is available. If it is not detected, check to make sure a wireless encryption protocol isn’t active. You may have to select your network connection, which is the SSID (Service Set Identifier) hotspot_Bell.

Users not operating on XP should open the Connection Manager utility and go to the tab that allows the user to establish a new profile. The SSID is hotspot_Bell.

A day pass for this service is $9.95 that allows for an unlimited number of sessions within a 24-hour period from the time of registering. A DayPass Lite can be purchased for $6.95 that allows for a 15 minute session. The username and password selected will provide access to any other WifiZone™.

Users can contact 1-800-550-5030 for additional information and technical support. Operating systems other than XP Travellers passing through Terminal 3 won’t be offline for long. The GTAA has recently completed Wi-Fi negotiations for Terminal 3 and looks forward to announcing the introduction of this service in the near future.
Knowledge sharing key to emergency planning

On April 28, 2006, the GTAA hosted one of the professional development workshops put on by the Ontario Association of Emergency Managers (OAEM). The theme of the day’s workshops: Emergency Management & the Airport Sector—Preparing Together for the Next Crisis.

OAEM is an association of professionals—from both public and private sectors—whose primary role is to promote emergency management and to represent professionals working to mitigate, prevent, prepare for, respond to and recover from emergency situations. Approximately 400 members make up the OAEM; this includes workers in government agencies and education—al institutions, volunteers, elected officials, occupational health and safety workers, first responders (firefighters, police and medical personnel) and a number of employees from the GTAA.

A precursor to the OAEM, the Canadian Emergency Preparedness Association was created in November 1999 (eventually becoming the OAEM in 2003) to provide an arena for information exchange, training and professional development, the adoption of professional standards and the establishment of a process of certification for professional Emergency Managers.

During the most recent workshop, the OAEM held four presentations on the subject of Emergency Management and the Airport Sector. Presentations ran throughout the day and were given by key organizational members of the association. Along with the GTAA, two such organizations present were Ontario Air Ambulance and the Province of Ontario’s Emergency Medical Assistance Team (EMAT).

The Ontario Air Ambulance program began in 1977 with one single rotor-wing plane. Today, they have 33 planes across Ontario. The program dispatches over 17,000 flights across Ontario every year.

The capabilities of GTAA Emergency Services as well as those of other airport agencies occasionally extend beyond the normal course of duty, as was the case in the afternoon of July 10, 2006.

Officers from Peel Regional Police appeared at the airport’s North Fire Hall requesting assistance in the search for one of three boys that had fallen into a swollen EtoBicoke Creek, north of the airport.

The area had been hit with a severe storm earlier in the day and the water raged beyond its normal speed and depth. The possibility existed that the boy could have been swept downstream as far south as the airport.

Emergency crews from the airport joined in on the search of the watercourse that passes through the west side of the airport. For nearly two hours, rescue workers held on to the hope that the boy could make it out of the water safely. Unfortunately, this was not the case. After three hours of intense searching, rescue workers pulled the boy’s lifeless body from the creek roughly 4.5 kilometres upstream from the airport. He was later pronounced dead in hospital.

The GTAA thanks everyone that participated in the search, including GTAA Emergency Services, Peel Regional Police, Mississauga Fire Service and a number of GTAA departments that lent specialized assistance to this effort. The extensive training that GTAA crews receive allows them to respond to any emergency situation when called upon.
The People at Pearson

Keeping the Airp

Story and Photos by Jason Ritchie

The Airport LINK was officially unveiled to the public on July 6 of this year. Automation is one of the key benefits to the system. Essentially, very little human interaction is required to make the train go. But because of the importance of the system and the need to have it in operation 24 hours per day, seven days per week, someone still needs to be at the helm to monitor the movement of the train, regardless of its level of autonomous functionality. That’s where Sean Best comes in.

One of two Automated People Mover (APM) Systems Operators, Sean is responsible for ensuring the train is living up to its advertised capabilities. In describing how he got to be one of two people in charge of operating one of the most unique modes of transportation at any Canadian airport, Sean—a recent graduate of the University of Western Ontario—says he was in the right place at the right time. “My wife was attending York University in Toronto and I came here to be with her and I needed a job,” says Sean. “I heard about this train opening at the airport that needed an operator, so I thought I’d apply.”

On November 1, 2005, Sean was the second APM operator to be hired by DCC (Doppelmayr Cable Car), the company that not only installed the system that carries passengers between Terminals 1 and 3 and the Reduced Rate Parking Lot, but also operates the system on a daily basis.

While Sean is the first to extoll the virtues of the driverless system, he defends the need for his continued employment by pointing to a plethora of knobs, dials and gauges that fall under his watch. “Basically, system operators monitor the general operation of the train. This includes speed, whether or not the doors are opening properly and a lot of other aspects that ensure the train runs as it should.”

And it all happens quite seamlessly. Two trains provide the flexibility required to maintain operations while performing the necessary preventive maintenance. When one train is being serviced, the other is hard at work transporting passengers. During peak times, both trains can be operate simultaneously.

A System Operator is also responsible for being the live voice when someone riding in the train requires assistance. Each car (six per train) is equipped with a two-way radio system that connects the passenger, no matter where the train is, to Sean back in the control room. “The most typical thing people ask for is what terminal their particular airline flies out of,” says Sean.

And although the need hasn’t arisen, Sean has the ability to communicate any emergency situation directly back to the Airport Operations Control Centre (AOCC) located approximately two kilometres away. Depending on the nature of the emergency, Sean can also patch the passenger through to speak directly with the AOCC.

An average shift requires one system operator, two maintenance technicians and one manager.

“System operators work 12 hour shifts and although when nothing happens it means the system is working as it should, there are periods of complete solitude,” says Sean.

To combat times of inactivity, operators are encouraged to take frequent breaks throughout their shifts to keep focused. “All maintenance technicians can also function as an operator and they are really good with switching up when we need it. The main thing though is to stay vigilant.”

Sean says he is continuously impressed with how the APM was designed. “So far the system has been proven to be reliable and it’s easy to deal with situations that come up which are out of the ordinary.”

For Sean, the technology behind the APM is what intrigues him most about his job. Specifically the

So far the system has been proven to be reliable and it’s easy to deal with situations that come up which are out of the ordinary.

Sean Best
APM System Operator
Doppelmayr Cable Car

A System Operator is also responsible for being the live voice when someone riding in the train requires assistance. Each car (six per train) is equipped with a two-way radio system that connects the passenger, no matter where the train is, to Sean back in the control room. “The most typical thing people ask for is what terminal their particular airline flies out of,” says Sean.

And although the need hasn’t arisen, Sean has the ability to communicate any emergency situation directly back to the Airport Operations Control Centre (AOCC) located approximately two kilometres away. Depending on the nature of the emergency, Sean can also patch the passenger through to speak directly with the AOCC.

An average shift requires one system operator, two maintenance technicians and one manager.

“System operators work 12 hour shifts and although when nothing happens it means the system is working as it should, there are periods of complete solitude,” says Sean.

To combat times of inactivity, operators are encouraged to take frequent breaks throughout their shifts to keep focused. “All maintenance technicians can also function as an operator and they are really good with switching up when we need it. The main thing though is to stay vigilant.”

Sean says he is continuously impressed with how the APM was designed. “So far the system has been proven to be reliable and it’s easy to deal with situations that come up which are out of the ordinary. The technology is quite impressive.”

He says that the system is established on the principle of redundancy—there is literally a backup to every backup.

A primary function of Sean’s is to ensure the overall safety of passengers aboard the APM. Armed with an array of cameras, Sean has the ability to pull up one of dozens of different camera angles to see if there’s trouble.

“If an alarm goes off telling me that a door isn’t closing, I can immediately punch up the camera for either the car or the platform to investigate the situation.”

Personal safety for those aboard the APM is of paramount concern. Trains and platforms are equipped with emergency call buttons to connect to the APM control room. With so many cameras, there’s virtually no angle that isn’t covered, providing a safer environment for all users.

For Sean, the technology behind the APM is what intrigues him most about his job. Specifically the
ability of the train to think on its feet and make adjustments based on varying conditions, most notably weather.

“If sensors detect the wind speed going above 71 km/hr, the train automatically slows itself down to a predetermined speed,” says Sean. “If the wind begins to gust upwards of 108 km/hr, the train will automatically pull into the next station and shut down.”

Sean also says that the APM is well-suited to the Canadian climate. The design of the track discourages the accumulation of snow or other particulates. A brush built into the system just ahead of the lead car actually sweeps the track as the train passes between stations.

But ahead of the technology, Sean says what he likes most about what he does is the people. “It’s all about the people I work with. We have a good crew and we really jive.”

Doppelmayr Cable Car (DCC)

Established by the Doppelmayr Group in 1996, Doppelmayr Cable Car (DCC) is an innovative company dedicated to designing, building and operating public transportation systems of the future.

Recognized the world over as one of the leading ropeway manufacturers, the Doppelmayr Group founded the fully-owned subsidiary DCC with the objective of applying over a century’s worth of experience in cable-propelled technology to the urban transport market.

Drawing on the group’s extensive know-how, DCC has combined advanced technology with functionality to develop a state-of-the-art Automated People Mover (APM) system.

APM installations aside from that at Toronto Pearson International Airport include the Birmingham International Airport in the U.K. and Mandalay Bay, Las Vegas, Nevada.
Recognizing those who make Toronto Pearson a safe place

The GTAA has been recognizing individual efforts that contribute to the overall safety of Toronto Pearson for several years. Two awards were recently presented to airport employees that went the extra mile to ensure a safe environment.

On February 1, 2006, Don Misson (GTAA Canine Officer) observed an aircraft heater unit on fire at gate 215 of Terminal 2. The unit was attached to a Boeing 767 aircraft. Misson immediately notified the Airport Operations Control Centre (AOCC) to dispatch Emergency Services. Jarrett MacDonald (GTAA Airside Safety Officer) responded and they grabbed a fire extinguisher from the gate and attempted to extinguish the fire. They were able to suppress the fire until GTAA Emergency Services arrived and extinguished the fire. The heater was removed from the aircraft and a mechanic found no damage to the aircraft.

Don and Jarrett were commended for their quick action preventing the fire from becoming worse, likely saving the aircraft.

On February 6, 2006, Michael Medeiros (Baggage System Operator for Webb Airport Services) was working in the restricted area and noticed a passenger walking near the baggage roadway; an area that is restricted to authorized personnel only. Medeiros escorted the passenger out of the baggage area and brought him to an access control guard.

Investigation revealed that the passenger was looking for a food and beverage outlet, when he became lost and ended up in the baggage sorting area next to the apron.

Michael was commended for his diligence in his attempt to resolve a suspected security and safety issue.

The GTAA Public Safety Award Program and the Suspicious Sam Program have additional awards for other recipients and these presentations are pending. GTAA Public Safety wishes to congratulate all recipients and appreciates the involvement of the entire airport community in enhancing the safety and security of travellers and our worksite.

Does your company have a story to tell?

If you work for a company that has a stakeholder connection to Toronto Pearson International Airport, let us know what you’re up to!

Advertising opportunities also exist. Call to reserve your space in the next issue of Toronto Pearson Today.

For editorial submissions or advertising queries, call (416) 776-5364 or email publication@gtaa.com

The Vista Cargo Terminal is a private sector, full-service cargo terminal, with 80 truck docks, and an aircraft apron for freighter aircraft, located at Lester B. Pearson International Airport in Ontario. Tenants include airlines, third-party handlers, forwarders, expeditors, couriers, and customs brokers, all providing a variety of services. Vista and its subsidiary VCC Cargo can provide:

- Warehousing for lease, various sizes
- Bonded and / or air suferance
- High-class office suites for lease
- Perishable shipment facilities
- Contract cargo handling and personnel
- Ramp handling for all size aircraft
- Customs office on site
- FTZ (Export Distribution Center)
Since 1954, Swiss Chalet has strictly adhered to two successful recipes: the method of preparing their now famous rotisserie chicken and the formula for success with customer service.

Today at Toronto Pearson, the Swiss Chalet location in Terminal 3 continues the tradition of offering quality, wholesome choices suitable for the entire family at a price that won’t ruffle your feathers.

“We’ve been serving air travellers at Toronto Pearson since 1999,” says Josh Homewood, Regional Marketing Manager for Swiss Chalet. “A family of four can enjoy a healthy meal in comfortable surroundings and receive excellent value.”

Bloor St. in downtown Toronto was the site of the first Swiss Chalet back in the mid-50s. The slow roasted rotisserie chicken, fresh cut fries and popular dipping sauce were a hit from the start and locations began sprouting up across the country. Today, the chain is 180 stores strong across Canada and the United States. Besides the sit-down restaurant at Toronto Pearson, Swiss Chalet operates at the following airports: an express outlet in Calgary and ‘Harvey’s serving Swiss Chalet’ locations in Ottawa, Vancouver, Edmonton and Winnipeg.

There’s no big secret to how Swiss Chalet cooks up a successful mixture for customer service. “Swiss Chalet is a family-owned business and we keep that in mind when it comes to serving our customers,” says Homewood. “We are based on a core set of values and deliver on a promise of quality, both in our food and our approach to service.”

However, when it comes to the guarded secret of their unique, crispy rotisserie chicken, Swiss Chalet draws the line and will not even hint at the successful formula. They do tell us, though, that it was inspired by a secret Swiss recipe, discovered by founder Maurice Mauran from Montreal.

Today, the rotisserie—a large open-flamed brick oven that slowly roasts the chicken in its own juices, so it’s crispy on the outside and tender and juicy on the inside—is still the heart of every Swiss Chalet.

Most Swiss Chalet menu items adhere to an ‘always fresh, never frozen’ policy and are typically hand made. “For instance, our world famous fresh cut fries are made every day from real potatoes,” says Michael Gray, GM Cara Operations Ltd. at Toronto Pearson. “Our fries never see a freezer. Just yesterday we replaced our potato peeling machine.” Gray estimates that in their seven years at the airport, they’ve used 1.7 million pounds of potatoes.

“The old potato peeler earned its retirement,” says Gray. Although they have stayed true to the offerings synonymous with Swiss Chalet since 1954, they have been able to successfully satisfy the demands of evolving palates.

“We now offer an expanded menu featuring delicious salads, stir fry’s, chicken wraps, vegetarian specials, and a wide array of starters and desserts,” says Homewood. “We also run seasonal specials coinciding with the time of year. Our biggest hit year after year is without a doubt the Festive Special.”

Served during the holiday season beginning in November and running through December, the Festive Special available at every Swiss Chalet can also be found at Toronto Pearson. With it comes a quarter chicken dinner, stuffing, cranberry sauce and Lindt® chocolate. Homewood says the best thing about the Festive Special is the price: it has changed very little since being introduced several years ago.

Swiss Chalet has remained a relevant part of Canadian communities through support of local charitable organizations and the sponsorship of local sports teams and events.

The Terminal 3 Swiss Chalet location at Toronto Pearson can be found pre-security in the Departures Level food court. And similar to their other locations, all menu items at Terminal 3 are available for take out and can be enjoyed on board the aircraft.
Avro Arrow—Bringing back a piece of the past

A new commemorative full-scale model of Canada’s famous Avro Arrow aircraft, constructed by the Toronto Aerospace Museum, will be officially unveiled to the public at Downsview Park on Sunday, October 8, 2006, at 2 p.m. —celebrating the 49th anniversary of the rollout of the first Avro Arrow in October 1957. This full-scale version is the only museum-quality model of the Avro Arrow in existence.

The Avro CF-105 Arrow was a twin-engine supersonic interceptor aircraft designed and built in the Toronto region. It has attained legendary status as an icon of Canadian aeronautical achievement in the 50s. Five aircraft were produced, test flown and successfully exceeded the RCAF requirements, until production was abruptly halted in 1959. All the aircraft were destroyed, sparking a controversy that continues to this day. The Avro Arrow has been the subject of numerous books, songs, articles, plays, documentaries and a television film.

The commemorative model was built, over the past eight years, to the exacting size and specifications of the original aircraft, by 140 dedicated volunteers with the support of public donations and corporate sponsors. It will be a treasured addition to the museum’s permanent collection and will remain on display for the enjoyment and education of museum visitors for years to come. The public ceremony will take place on Sunday, October 8, 2006 at 2 p.m. at the Toronto Aerospace museum. Special previews for museum members, volunteers and attendees of a Gala Fundraising Dinner will be held on days prior to the public unveiling. Admission to the museum and public ceremony will be Pay What You Can (PWYC). The museum will also be open on Monday, October 9, 2006, (Thanksgiving Day) from 10 a.m. to 5 p.m. with PWYC admission.

Regular museum hours are: Wednesdays 10 a.m. to 8 p.m., Thursdays to Saturdays (and Holiday Mondays), 10 a.m. to 4 p.m., and Sundays 12 noon to 4 p.m. Admission is $8 for adults, $6 for seniors, $5 for students and $20 for families.

The Toronto Aerospace Museum is located in Downsview Park, at 65 Carl Hall Road, Toronto, Ontario, Canada, M3K 2E1. For further information, call (416) 638-6078, email tam@bellnet.ca or visit the museum web site: www.torontoaerospacemuseum.com. Information on Downsview Park can be found at www.pdp.ca.

Pictured on the left in the image below is Claude Sherwood, CEO of the Toronto Aerospace Museum. He’s also the Director of the museum’s commemorative Avro Arrow Project, which began in 1998.

The gentleman on the right is Frank Harvey, a museum member and a director of the Aerospace Heritage Association of Canada, a group of Avro retirees and enthusiasts.

Fifty years ago, both gentlemen worked on the original Avro Arrow program at Malton.

Mr. Sherwood was employed as a draftsman on the Arrow program at Malton. On his 21st birthday, he and 15,000 other Avro employees lost their jobs when the Arrow program was cancelled on February 20, 1959.

Mr. Harvey was a long-time employee of Orenda Engines Ltd. on Derry Road. He worked on the supersonic Iroquois jet engine developed for the Arrow.

The Avro factory was originally constructed by National Steel Car’s Aircraft Division in 1938 and was expanded during the war by Canadian Associated Aircraft and Victory Aircraft. Avro took over the factory in December, 1945.

Cendant holds BBQ for charities

Cendant Car Rental Group, best known as Avis Rent A Car and Budget Car and Truck Rental, recently held their annual barbecue in support of charity.

This year’s BBQ was organized by their Health and Safety members, however other employees made an enormous contribution to ensure the success of the event. All the money raised went to Camp Trillium (a camp for children living with cancer) and the Heart & Stroke Foundation.
Exploring the cultural side of Toronto Pearson—Artist profile

Ingo Maurer, Earthbound… Unbound 2003

Located at the Departures Terrace, on Level 3 of Terminal 1, Ingo Maurer's Earthbound… Unbound grabs the attention of both adults and children alike, evoking tranquility and relaxation and providing a break from the sometimes hectic and complex nature of travel.

This 15,900 kg acrylic case holds 18,927 litres of water and uses jets to continuously move 750 plastic cubes in a set, but often unrecognized sequence. At the time of its construction, it was the largest unsupported acrylic tank in the world.

Like the other commissioned art pieces located in Terminal 1, Earthbound… Unbound does not stray from the theme of movement and further addresses a universal fascination with flight and flotation. Maurer states that flying is "the ultimate dream of mankind," a sensation that he hoped would be experienced from viewing this larger than life piece.

In addition to Maurer's hopes of recreating the "ultimate dream", one may feel that this piece also mimics the nature of an airport terminal, in that there is constant movement and rotation of travellers, airport visitors and staff passing through at all times of the day. The cubes, no one the same, can also represent the various individuals experiencing the terminal on a daily basis.

Earthbound… Unbound will undergo major maintenance this fall. All of the water will be drained, the cubes will be replaced and the water refilled. This work is done every few years to keep the water clear and the system running properly.

German born artist Ingo Maurer, famous for his technologically advanced and innovative lighting designs, has exhibited in major museums internationally including the Centre George Pompidou, Paris and the Museum of Modern Art, New York. Currently he resides in Munich, Germany.

Setting the stage

Theatre—an integral part of Toronto's artistic community—is featured in a new exhibition at Toronto Pearson titled Setting the Stage: Toronto Theatre.

Home to more than 30 professional theatre companies, Toronto offers a wide range of productions.

For this exhibition, The Canadian Stage Company (CanStage), Lorraine Kimsa Theatre for Young People (LKTYP) and Mirvish Productions have partnered with the Royal Ontario Museum to highlight their major productions of the 2006/07 season.

CanStage, Canada's largest not-for-profit contemporary theatre company, is known for Dreams in High Park, an annual outdoor Shakespeare festival for the whole family to enjoy. On loan to the airport from this production is a spectacular cape designed for the character Oberon, a selection of headpieces and a mask, all of which combine to provide a taste of one of their most popular pieces, A Midsummer Night's Dream.

LKTYP has presented plays for children and adults since 1966. Featured here is Hana's Suitcase, a story highlighting the Children's Holocaust Education Resource Centre in Tokyo, Japan. Period specific costumes and accessories, along with set models and drawings provide a look into the planning stages of this production.

Founded by David Mirvish in 1986, Mirvish Productions is well known for their large scale productions and building the Princess of Wales Theatre in 1993. Mirvish Productions offers travellers a look into their successful stage adaptation of the renowned novel, The Lord of the Rings. Artifacts from The Lord of the Rings include two character costumes and a nine-foot bust of the character Shadowfax; a horse's upper body made from a series of hardened ropes.

Calling all artists

The GTAA is pleased to announce In Flight, its first juried art exhibition. Artists residing in the 416, 905 and 519 area codes are invited to submit two-dimensional works which reflect the theme of flight. The deadline for submissions is October 2, 2006.

The jurors are drawn from the arts communities of the areas included in the call for entries. Robert Freeman is the curator of the Art Gallery of Mississauga. Susan Schelle is an artist and Assistant Professor, Visual Studies, University of Toronto. Mark Gomes is a Toronto-based artist. Schelle and Gomes collaborated on a sculptural installation in Terminal 1 entitled Jetstream.

In Flight provides an opportunity for artists in the areas served by Toronto Pearson to participate in the airport’s Art and Exhibitions program. In Flight is the first exhibition to be assembled through an open call to artists. “In Flight will give passengers a taste of the artistic vitality of this area. We expect to see a wide variety of interpretations of the theme of flight, which will result in an engaging exhibition that is appealing to many travellers passing through Terminal 1,” says Steve Shaw, GTAA Vice President of Corporate Affairs.

Complete details and entry forms are available on the GTAA website at www.gtaa.com/artprogram.
CAN YOU PUT A PRICE ON CONVENIENCE? WE CAN...$20

for peace of mind...

NOW AVAILABLE AT TERMINAL 1

JUST ASK OUR FREQUENT FLYERS.

They consider the additional $20 for Valet Care a small price to pay for the peace of mind the service delivers. They also appreciate the convenience of being able to drop off their vehicle at the Terminal 1 Departures curb, and pick it up at the Customer Service lobby in the parking garage.

To save yourself more time, go online at www.gtaa.com(valetcare) and pre-register for Valet Care. Or call us at: 416-776-6842.

*GTAA posted parking garage rates apply in addition to the $20 Valet Care fee.
Share your photos

Every issue of Toronto Pearson Today will feature a selection of photographs taken by our readers. If you think you’ve taken a good picture at Toronto Pearson, we’d like to see it. See the criteria below before submitting your photos.

Budding photographers—and seasoned professionals for that matter—are encouraged to send their photos taken at Toronto Pearson for the chance to have their work shown in a future edition of Toronto Pearson Today and have it seen by thousands of readers.

To have your photos appear in this publication, they must meet the following criteria:

- They must have been taken by the person submitting the photos.
- Photographs copywritten to someone other than the person submitting the photo(s) will not be printed.
- The photo(s) must have some relation to Toronto Pearson, such as a terminal or an aircraft on or near airport property.
- Digital photographs should be technically sound. A resolution of 300 dpi at 4x6 is preferred. Photos will be reviewed for technical specifications on a case-by-case basis.
- Digital images can be e-mailed to publication@gtaa.com. Prints can be addressed to the Greater Toronto Airports Authority, Toronto Pearson International Airport, P.O. Box 6031, 3111 Convair Drive, Toronto AMF, Ontario, L3P 1B3. Mark the envelope to the attention of Corporate Affairs—Jason Ritchie. Prints will be returned if requested.