

RESULTS
CONSULTATION ON THE
SOUNDSCAPE MANAGEMENT
ACTION PLAN

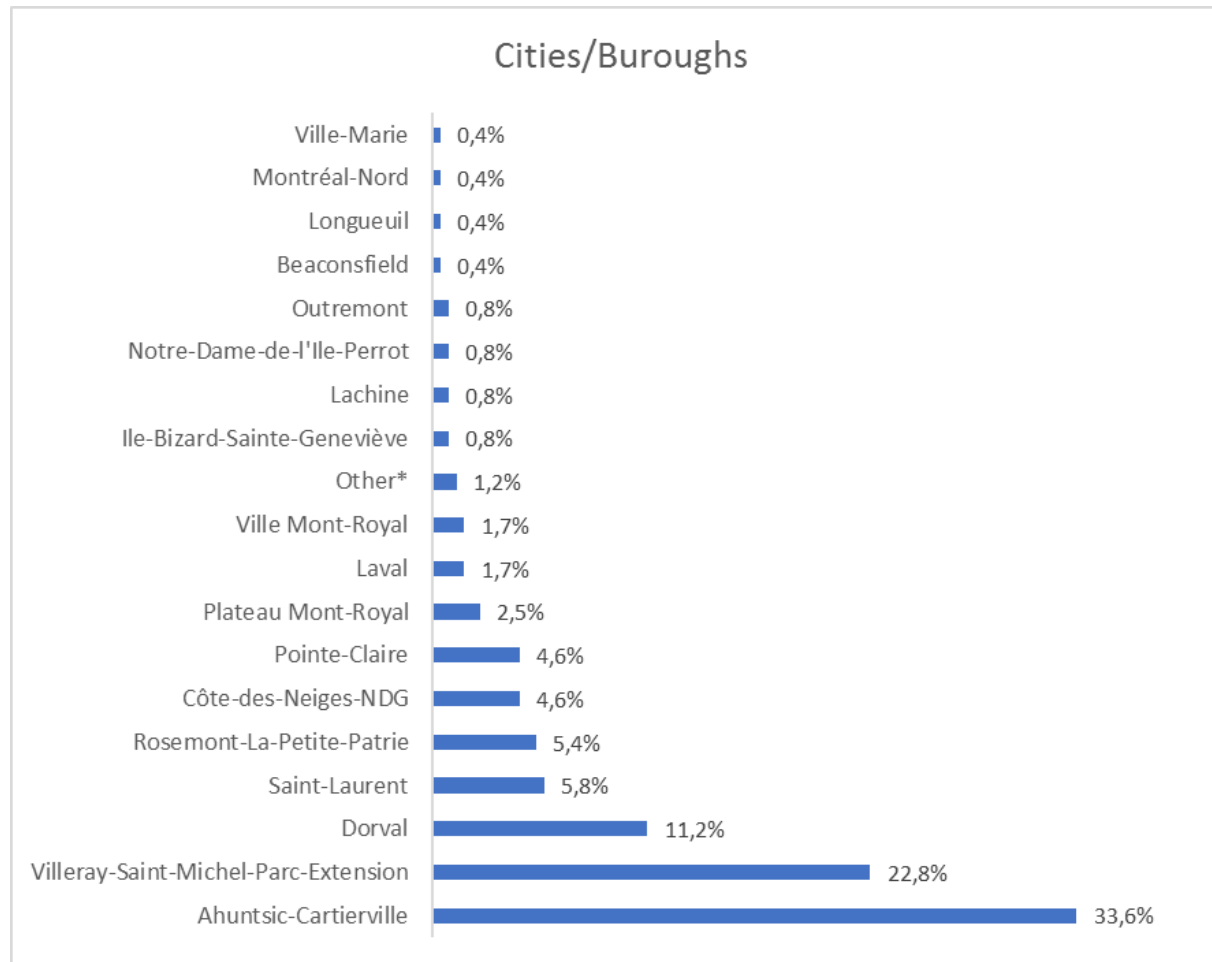
February 2022

Consultation on the Soundscape Management Action Plan

- On-line consultation from December 20, 2019 to April 30, 2020 *
- 241 participants
- Questionnaire set-up in 8 sections, as per the action plan's categories:
 1. Complaints Management
 2. Nighttime Operations
 3. Encouragement for the use of quieter aircraft
 4. Noise abatement procedures (landing and takeoff)
 5. Preferred runways system
 6. Noise measurement and reports
 7. Land use
 8. Relationships with neighbouring communities

Participants

Please indicate which borough or city you are from

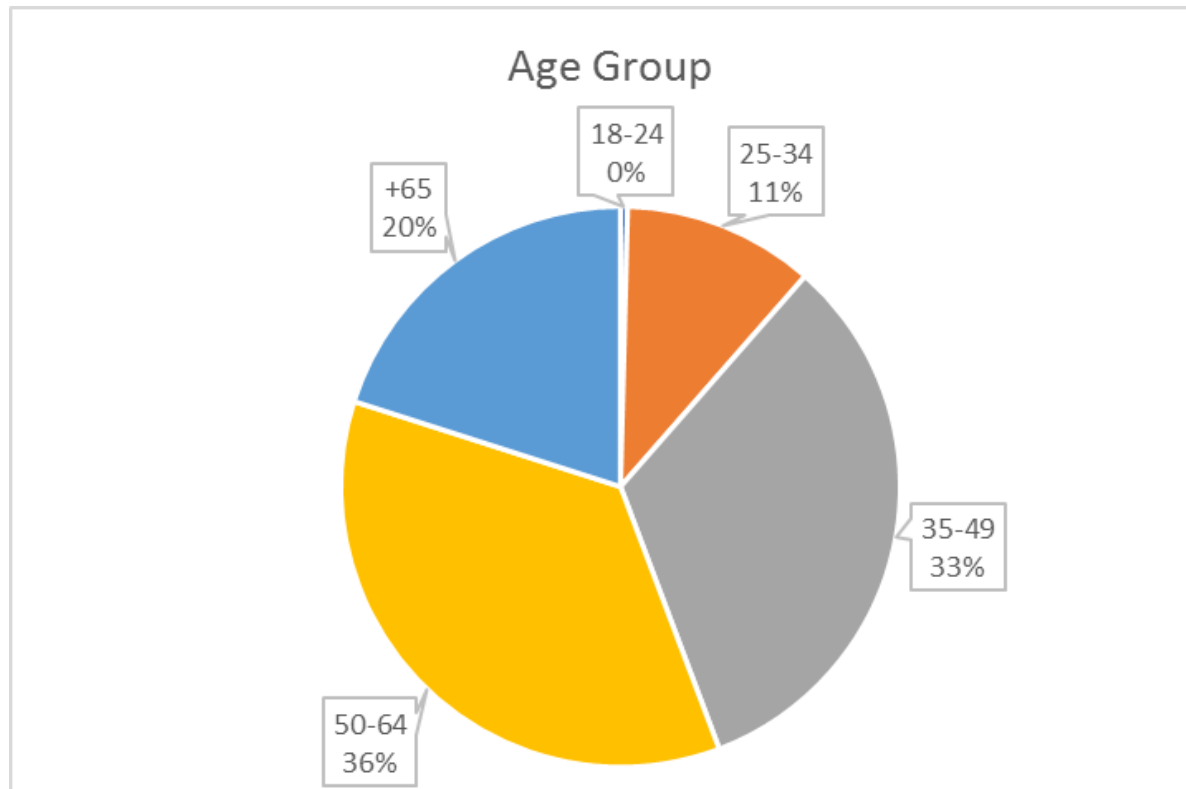


*Other :

- Saint-Sauveur
- Sainte-Julie
- Mercier-Hochelaga-Maisonneuve
- Not specified

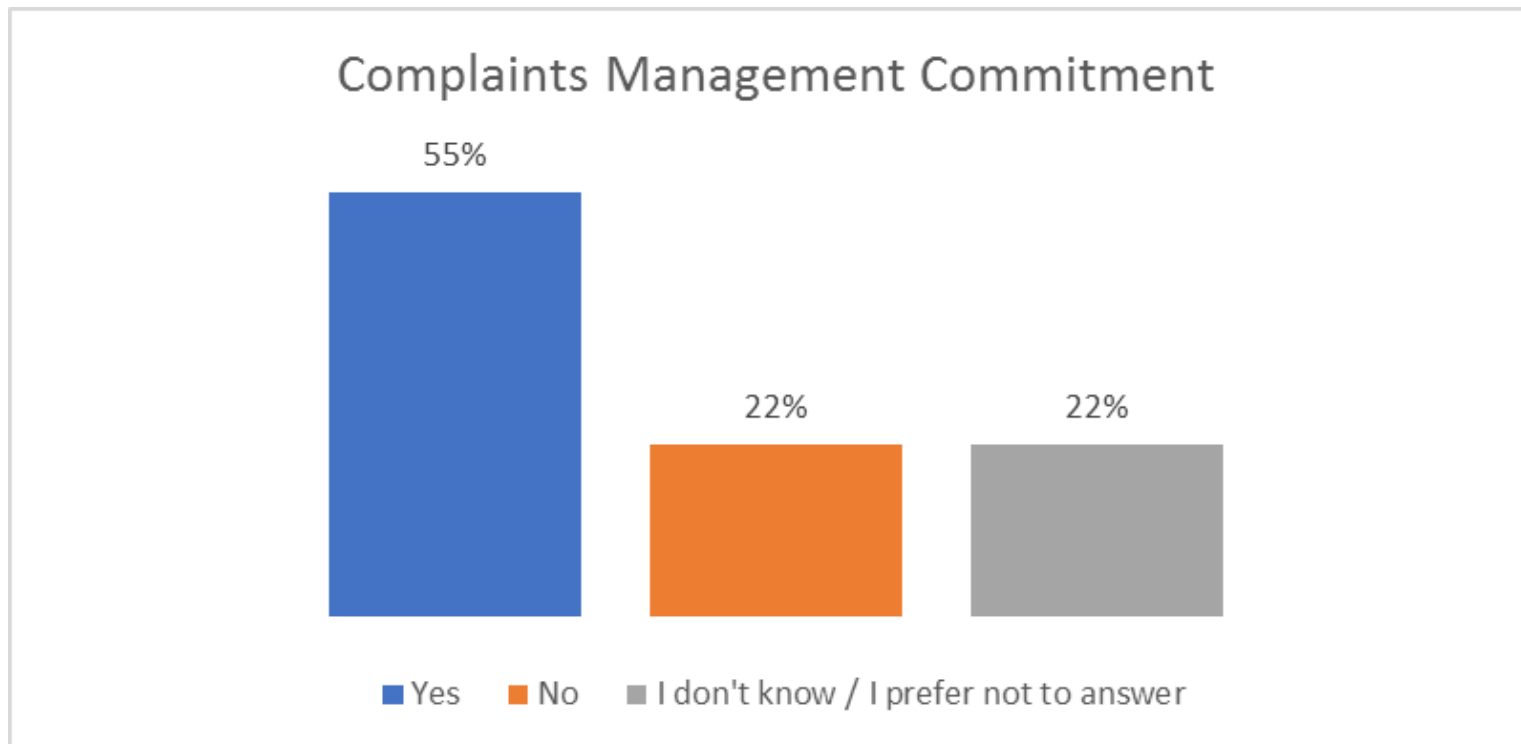
Participants

For statistics purposes, can you please indicate your age group?



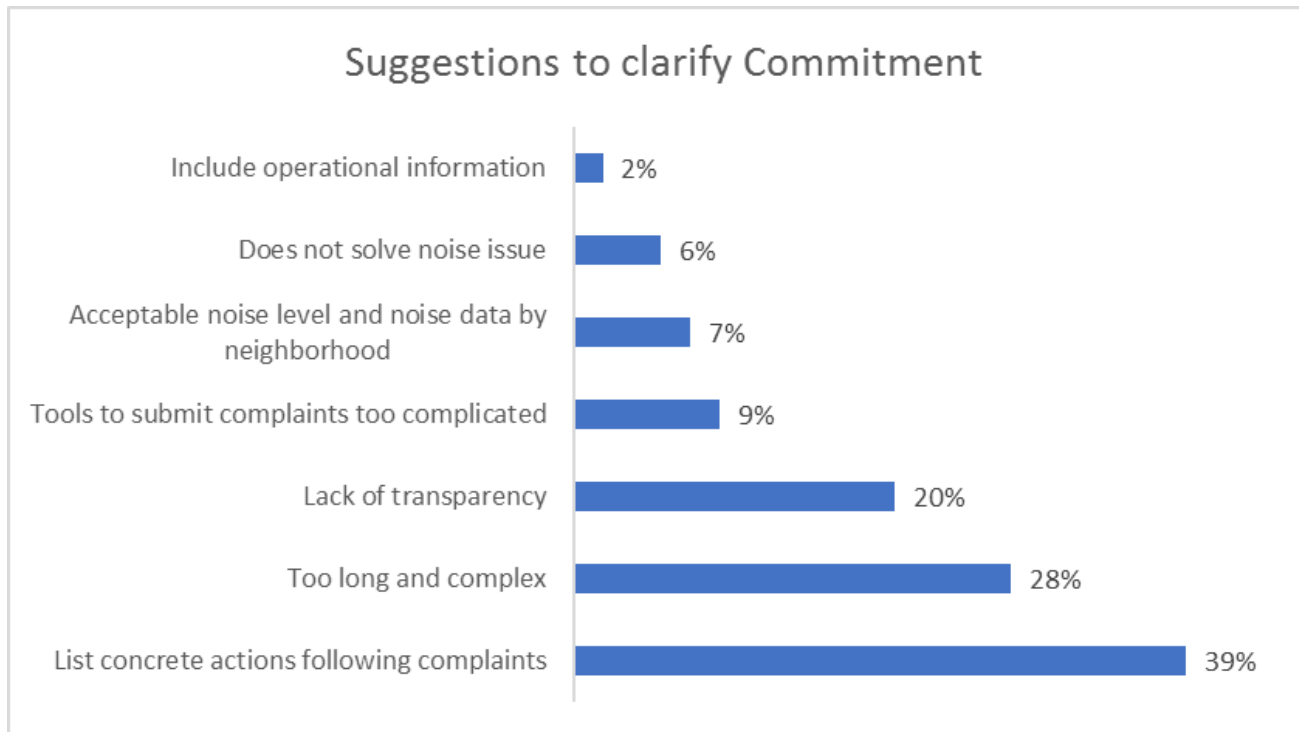
Section 1 – Complaints Management

In your opinion, does the Complaints Management Commitment clearly explain the complaints management process?



Section 1 – Complaints Management

If not, can you suggest what elements could be added to clarify the Commitment?
Question to respondents who answered “No” to previous question on the complaints management process described in the Commitment (54)

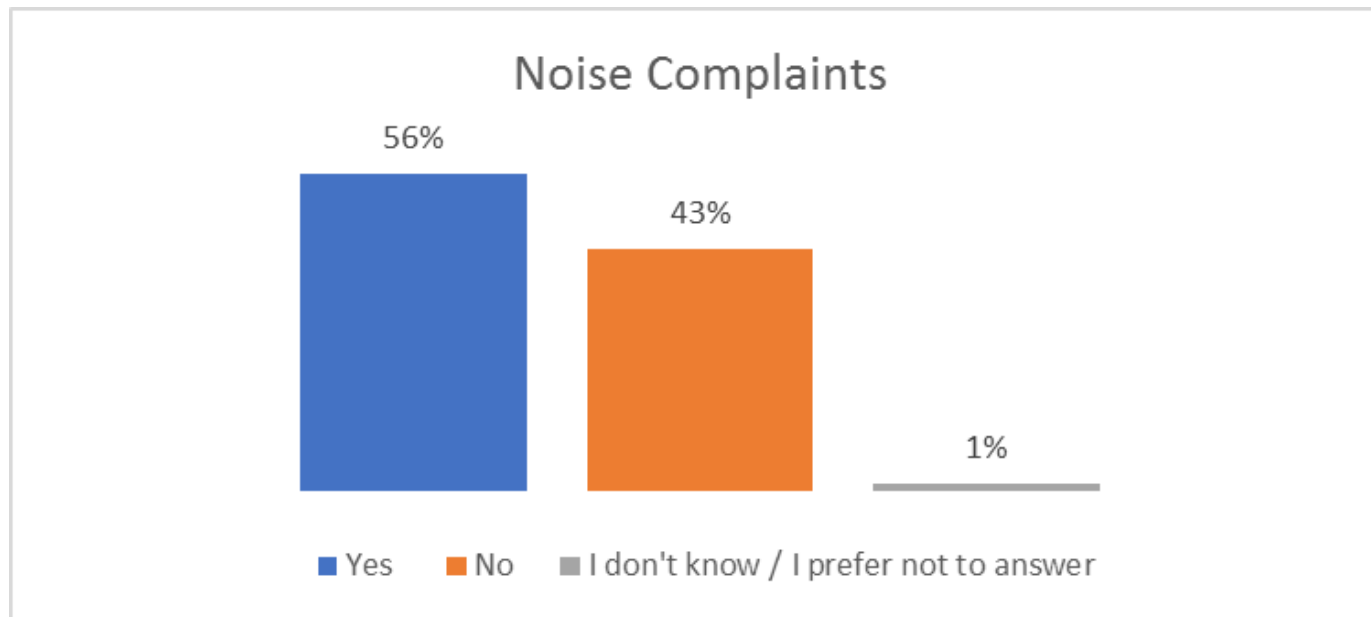


Responses are those of the participants.

This was an open question that did not contain response options provided by ADM.

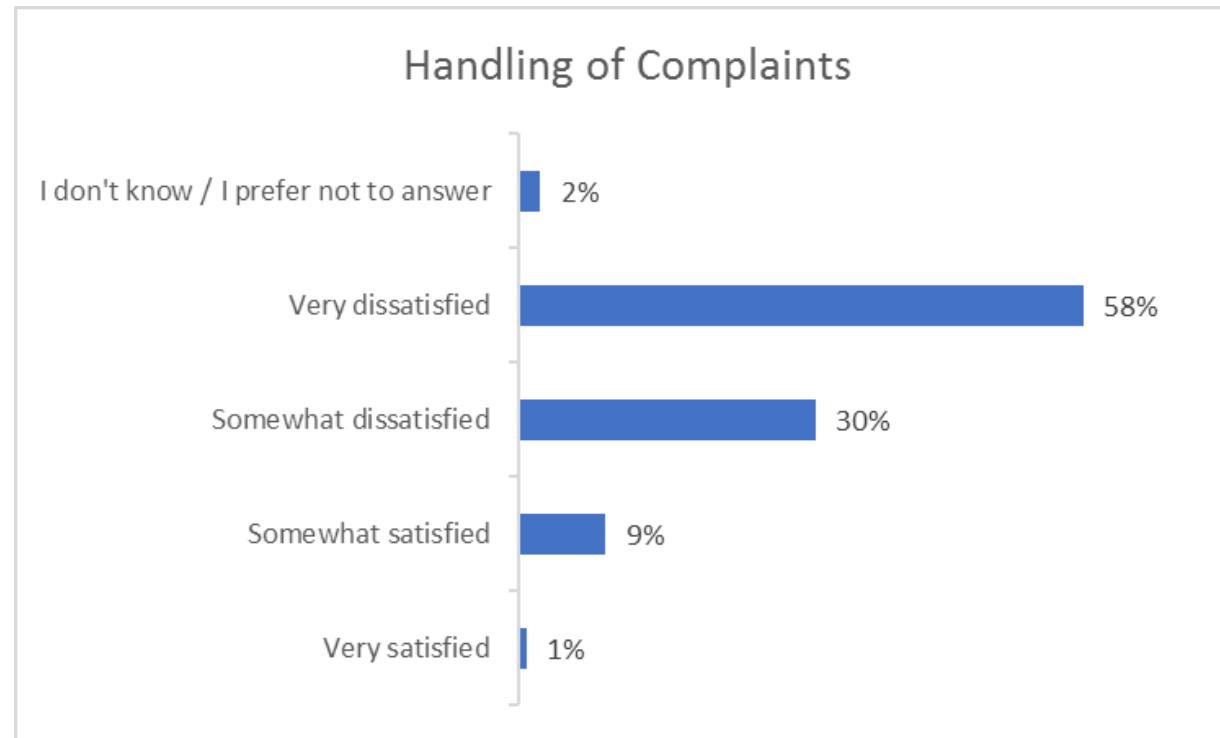
Section 1 – Complaints Management

Have you ever filed a complaint about aircraft noise with ADM Aéroports de Montréal?



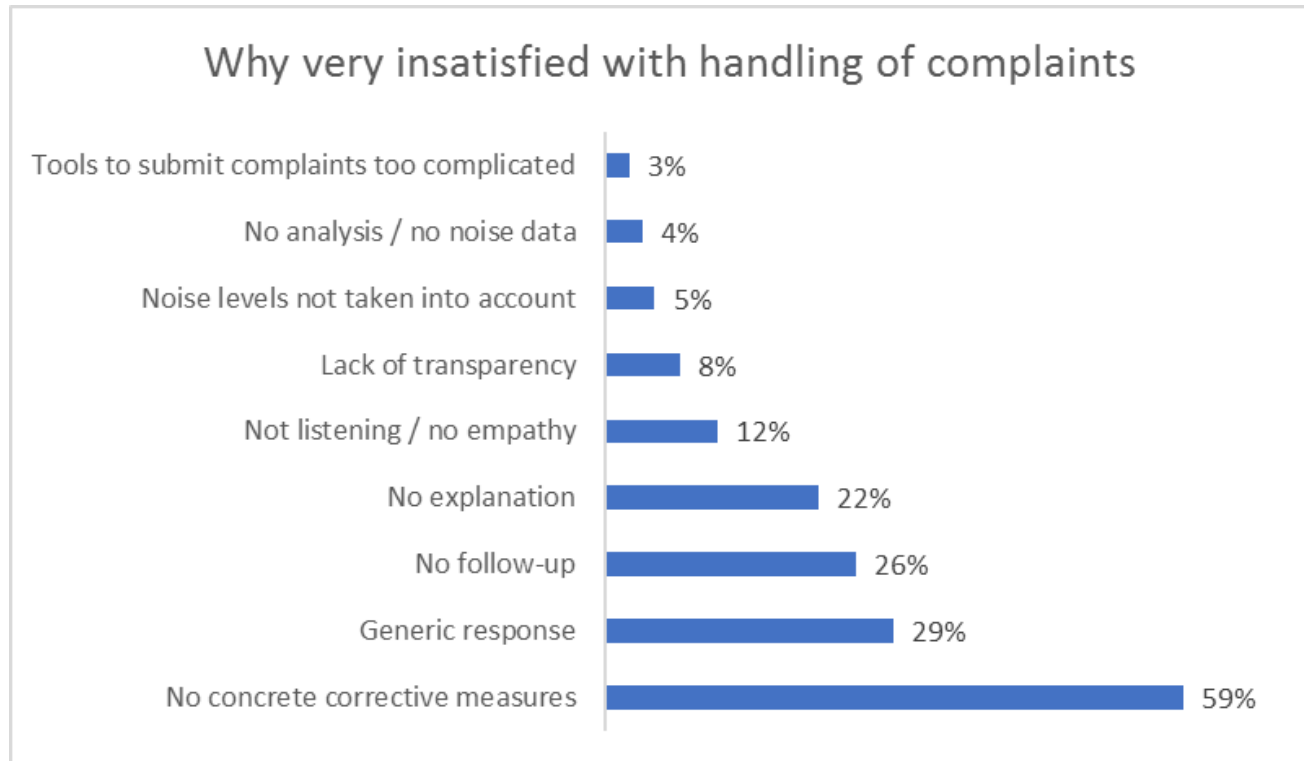
Section 1 – Complaints Management

Are you satisfied or dissatisfied with the handling of your complaint?
Question to respondents who answered "Yes" to previous question (135)



Section 1 – Complaints Management

Can you explain why you are very dissatisfied with the handling of your complaint?
Question to respondents who answered “Very dissatisfied” to previous question (78)

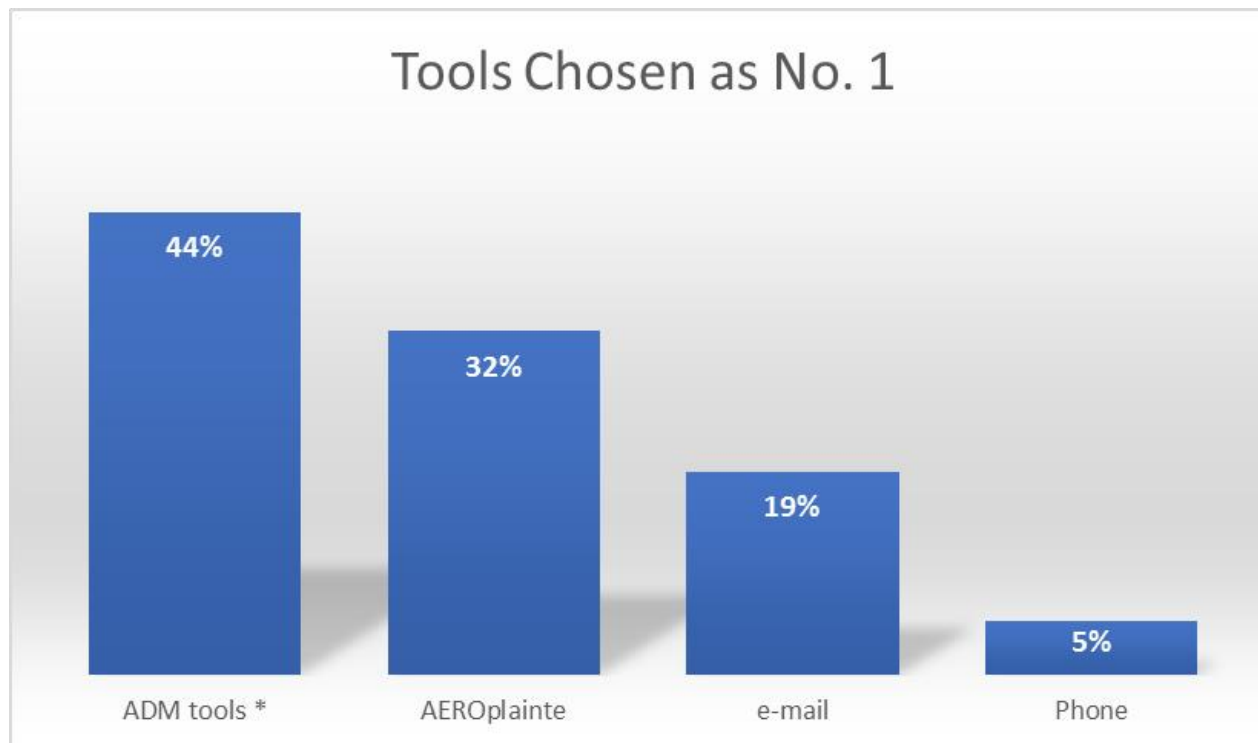


Responses are those of the participants.

This was an open question that did not contain response options provided by ADM.

Section 1 – Complaints Management

Which tool do you prefer to use to submit a complaint? Can you please rank the tools below from 1 to 6 (1 being the best tool in your opinion)



* Webtrak, web form (website and cell phone)

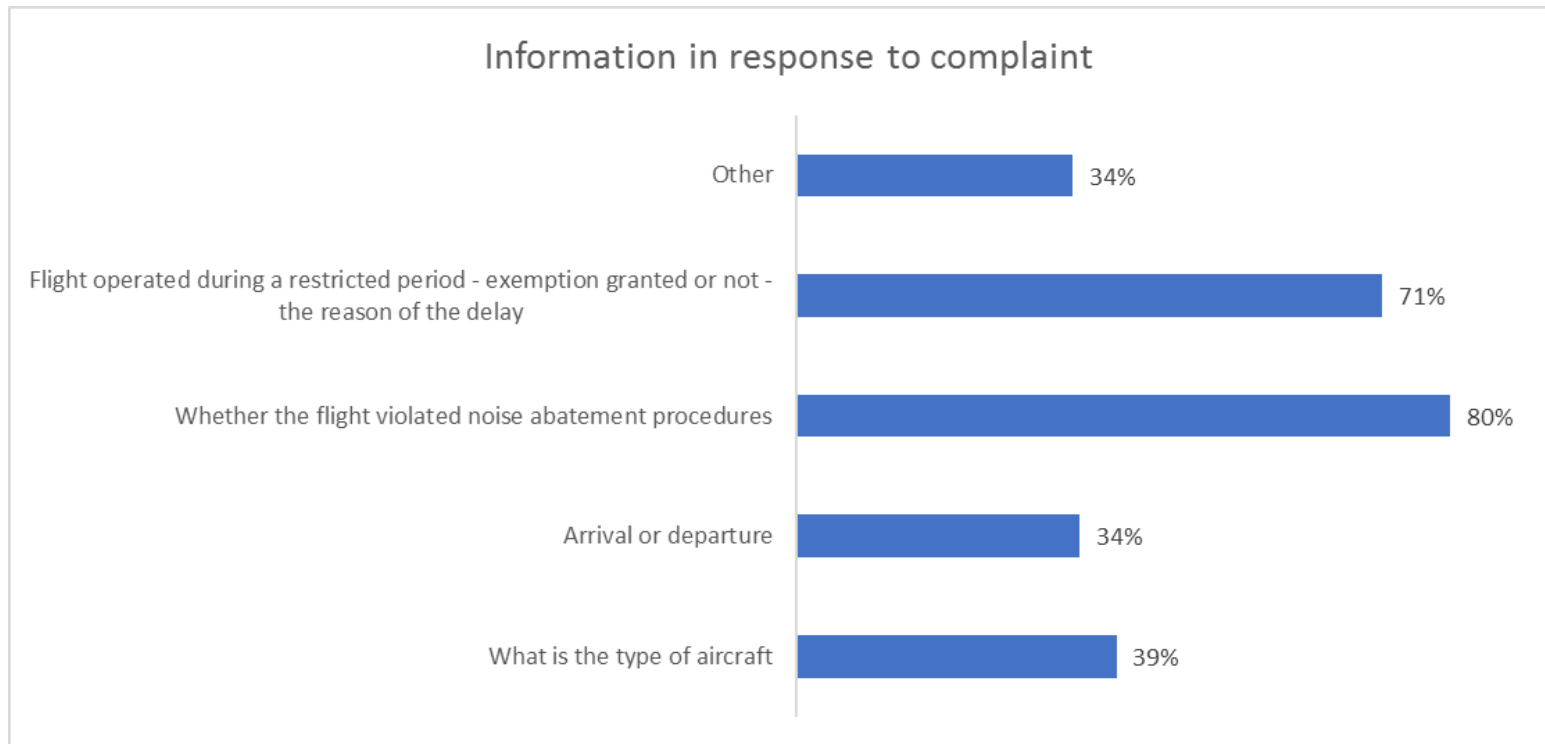
Section 1 – Complaints Management

Why do you prefer this tool over the others?

- 56% of responses mention an easy, simple and quick tool (of all the tools rated in first place)

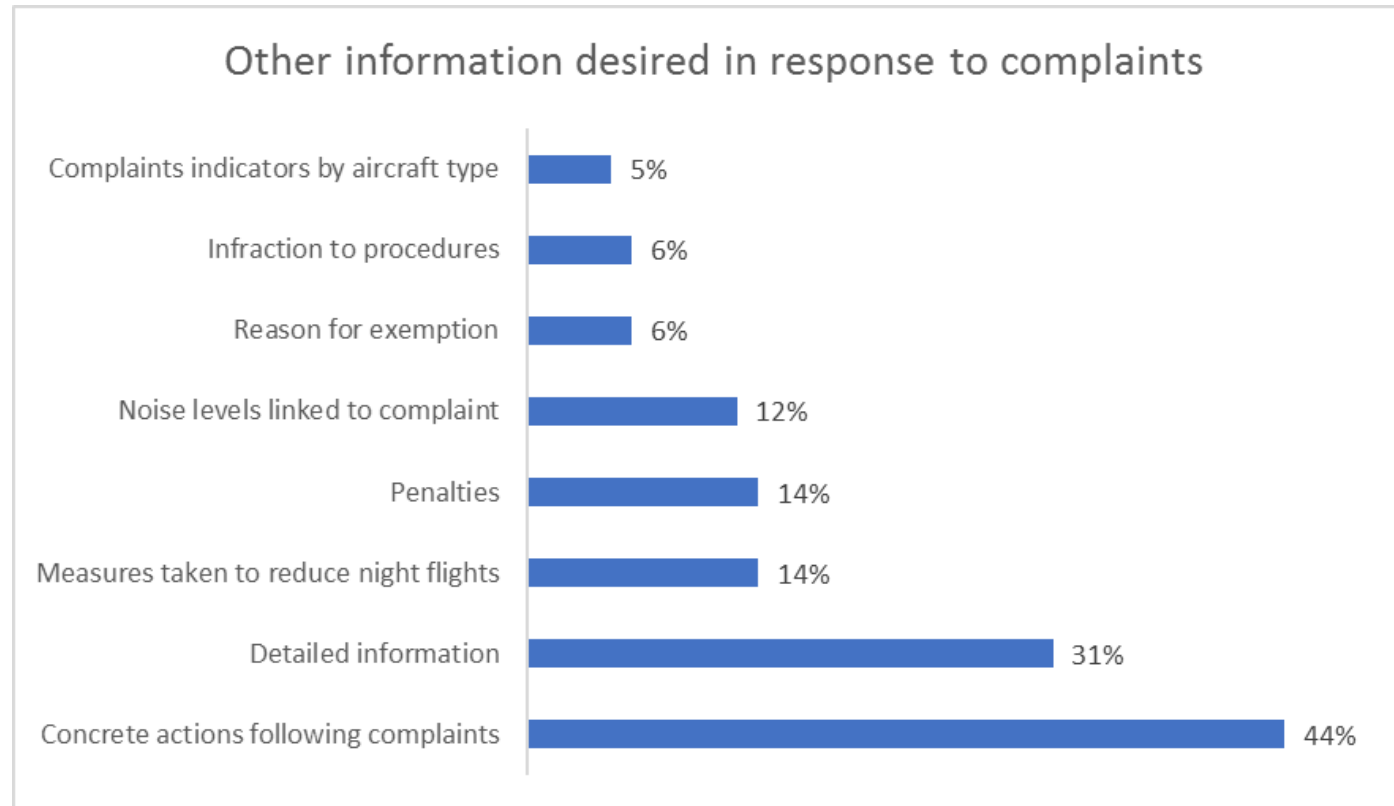
Section 1 – Complaints Management

What kind of information would you like to see in the response to a complaint?
(Possibility to choose several options)



Section 1 – Complaints Management

Please tell us what other information you would like to see in a response to a complaint.
(Question to respondents who answered “Other” to previous question (81))

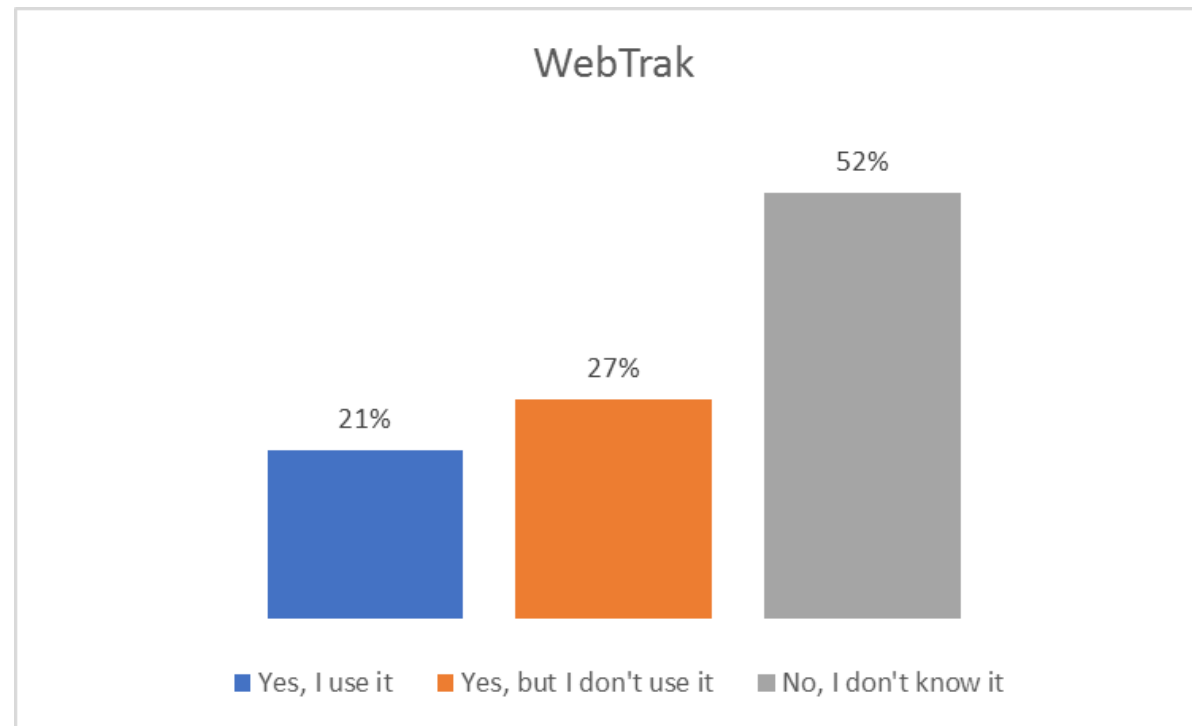


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Section 1 – Complaints Management

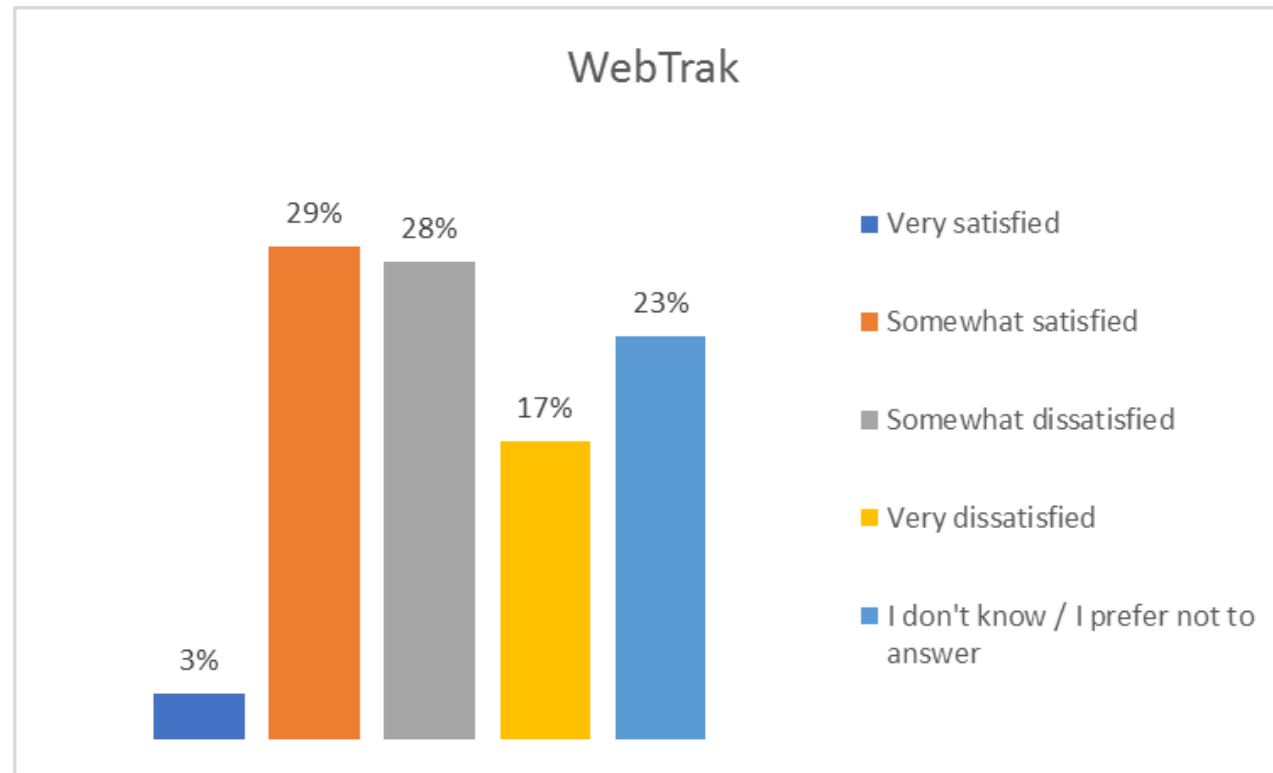
Are you aware of the WebTrak application?



Section 1 – Complaints Management

Are you satisfied or dissatisfied with WebTrak?

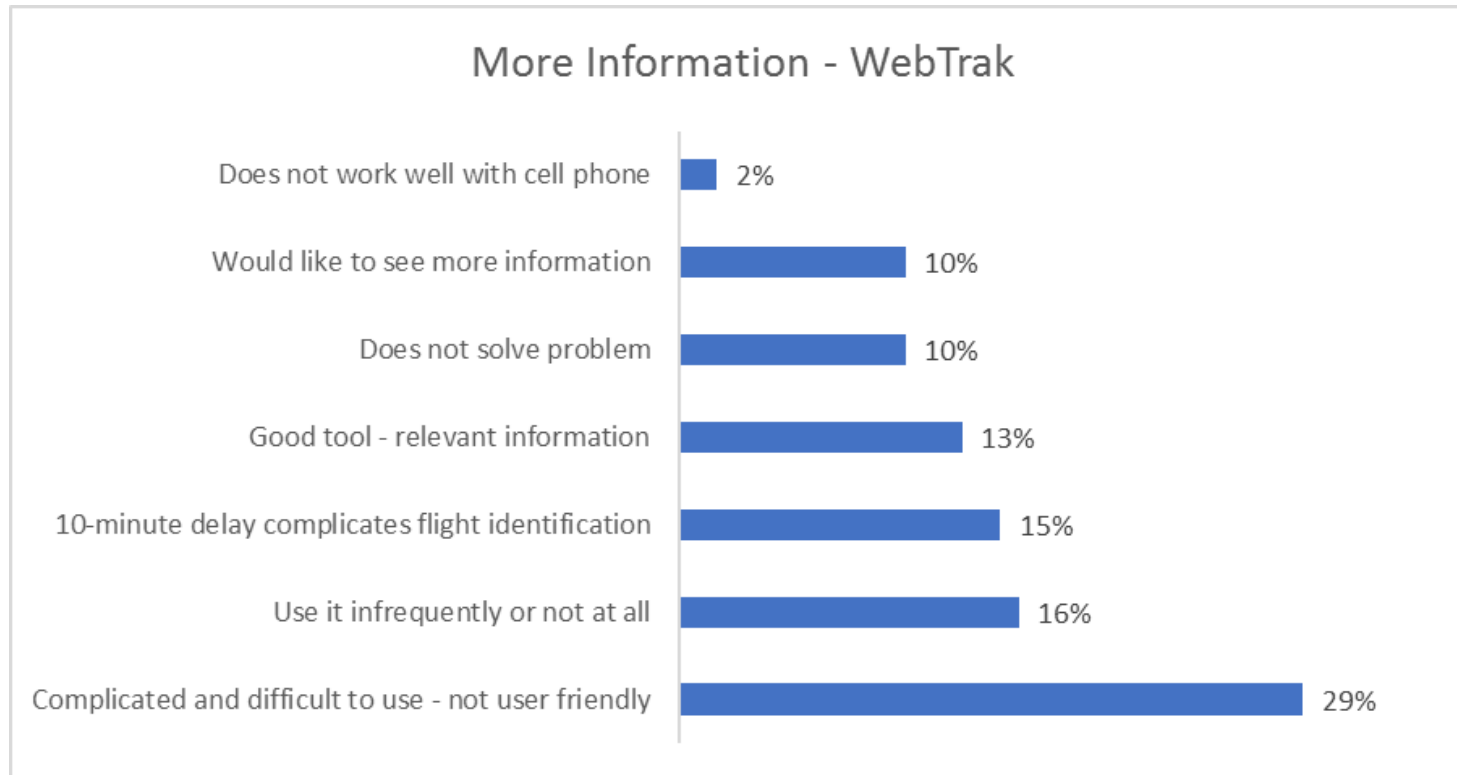
Question to respondents who answered "Yes" to previous question (115)



Section 1 – Complaints Management

Can you give us more information on your answer regarding WebTrak?

Question to respondents who answered “Yes” to the question “Are you aware of the WebTrak application?” (115)

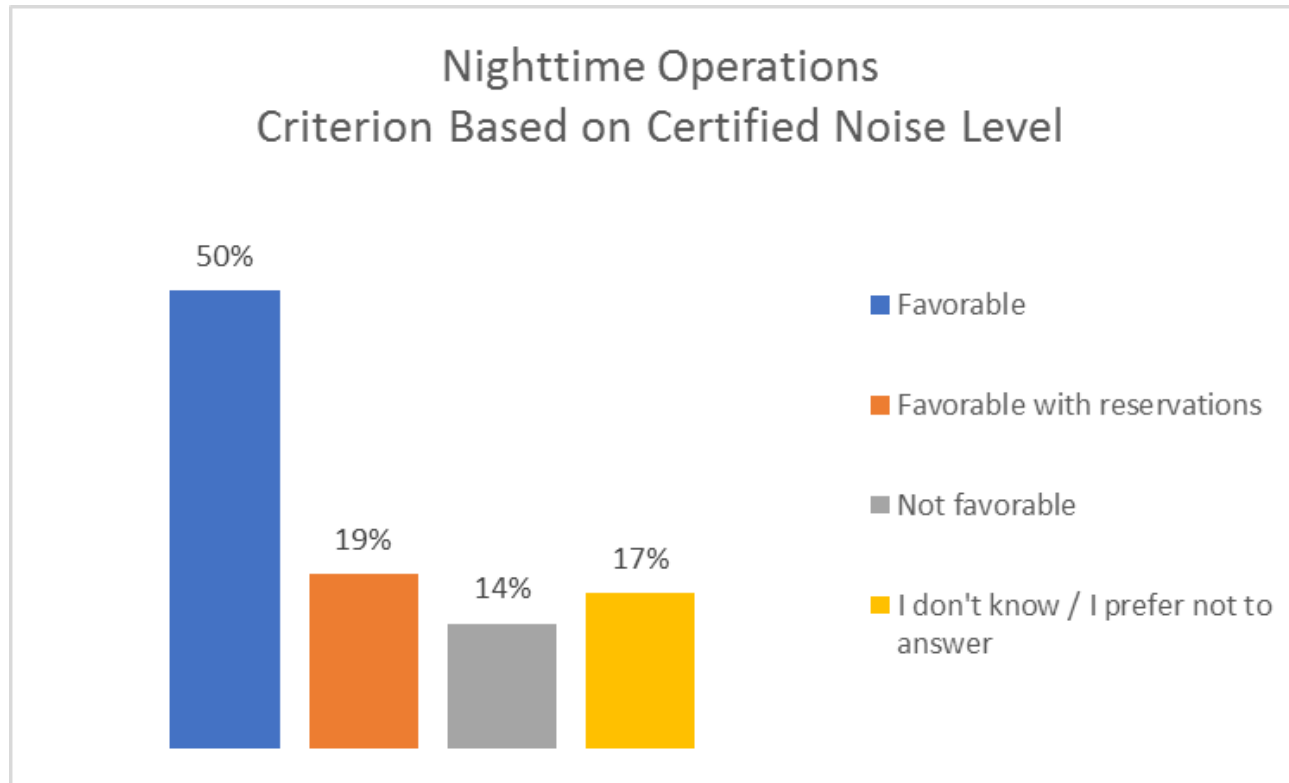


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Section 2 – Nighttime Operations

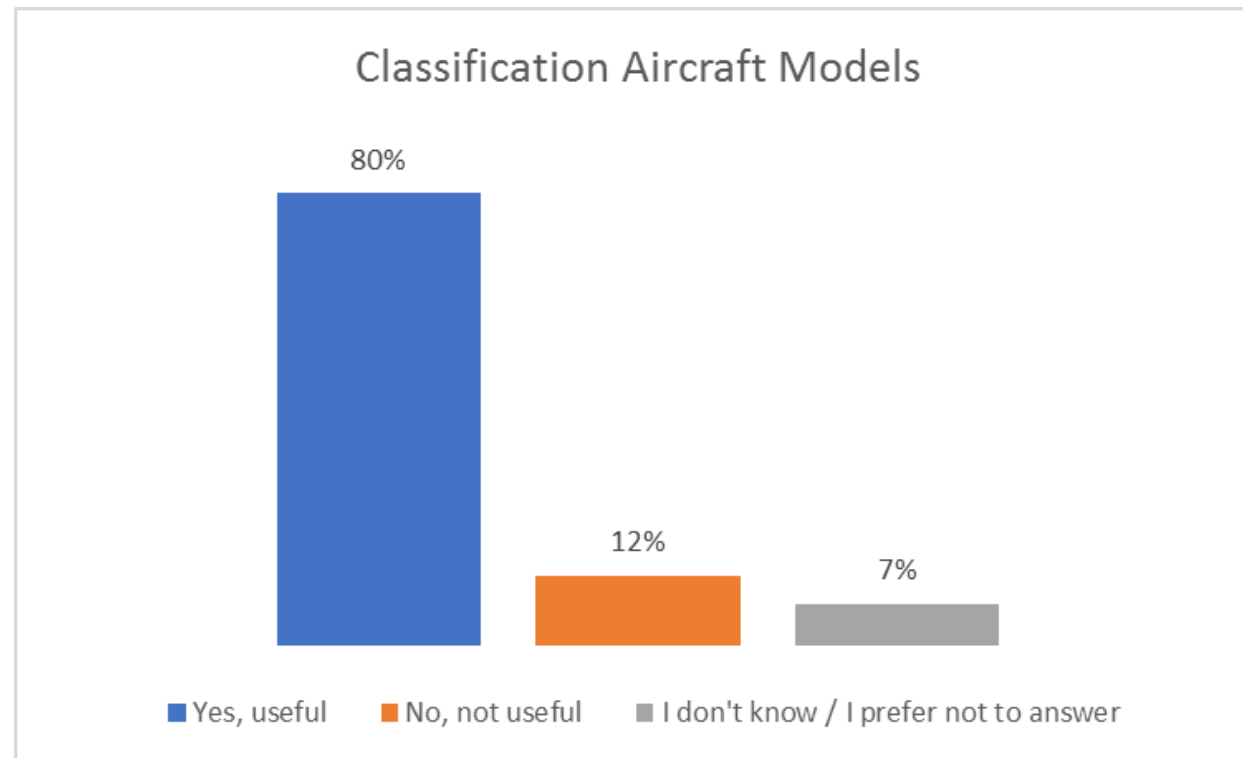
With regard to night operations (landing/take-off) at YUL Montréal Trudeau Airport, how would you feel about a criterion based on the level of certified noise as currently used in Europe, instead of the weight of the aircraft?



- 69 % of respondents would be favorable or favorable with reservations to this criterion
- Favorable with reservation – as long as this criterion is more restrictive than what is presently in place
- Not favorable – respondents who do not want any nighttime operations

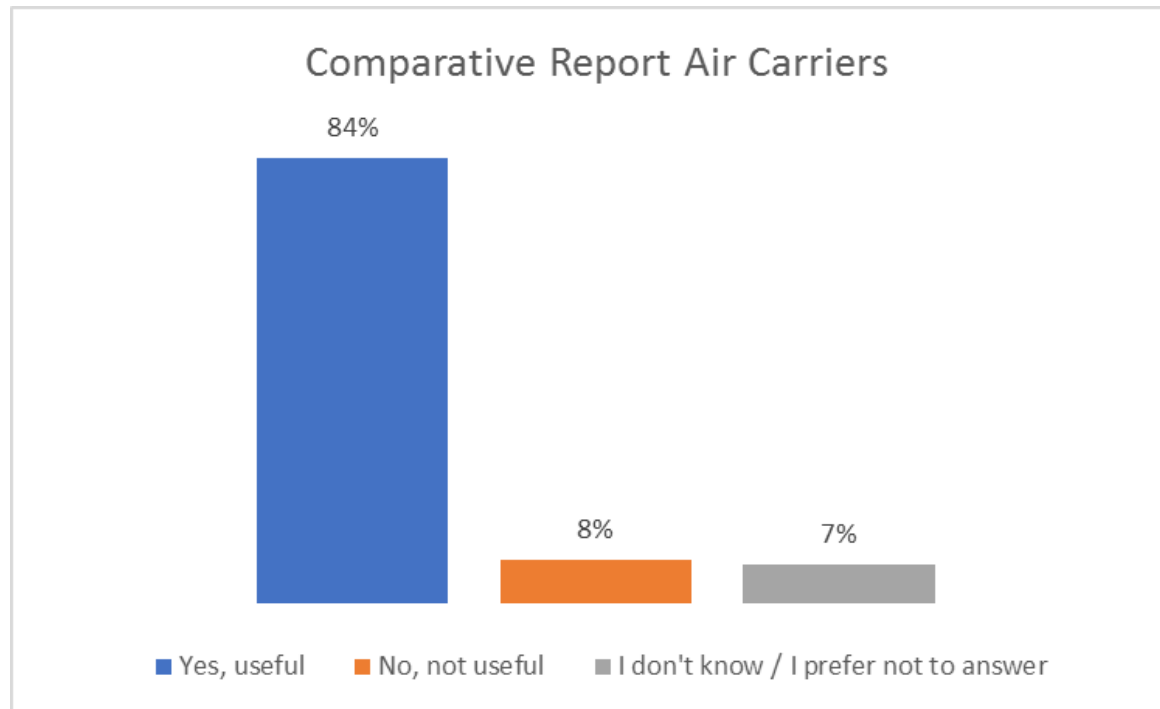
Section 3 – Quieter Fleets

Do you think it would be useful to classify different aircraft models based on the noise they produce?



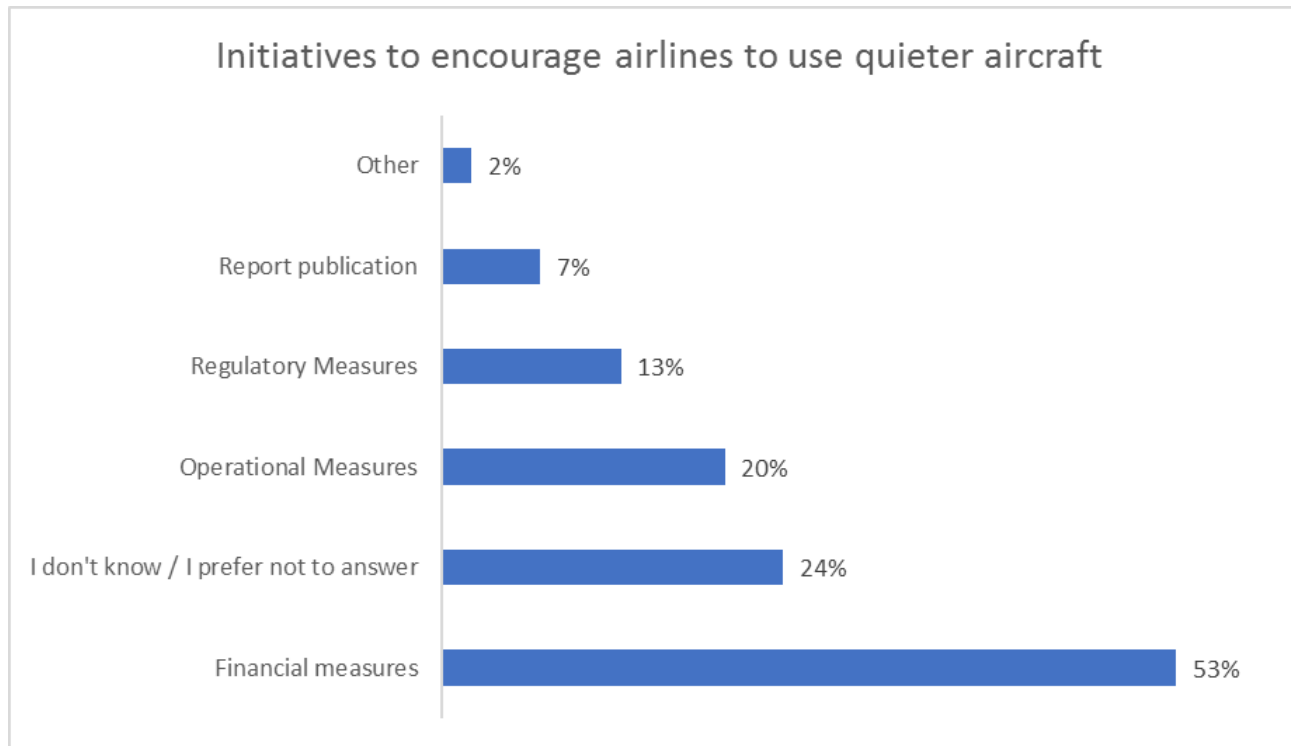
Section 3 – Quieter Fleets

Would you be in favour of ADM publishing a comparative report on the soundscape management performance of air carriers?



Section 3 – Quieter Fleets

What initiatives do you think could be put in place to encourage airlines to use quieter aircraft models?



- Financial measures: penalties, fines, taxes, discount on airport fees
- Operational measures: preferential schedules, gate priority, ban at certain times or reduced hours for noisy aircraft
- Regulatory measures: Law to ban noisier aircraft
- Publication of a report on the soundscape performance of air carriers
- Other: raise awareness with air carriers, put in place a supervisory committee, will not change present situation (long-term solution)

Responses are those of the participants.

This was an open question that did not contain response options provided by ADM.

Section 3 – Quieter Fleets

In your opinion, how could improvements in soundscape management introduced by air carriers be rewarded?

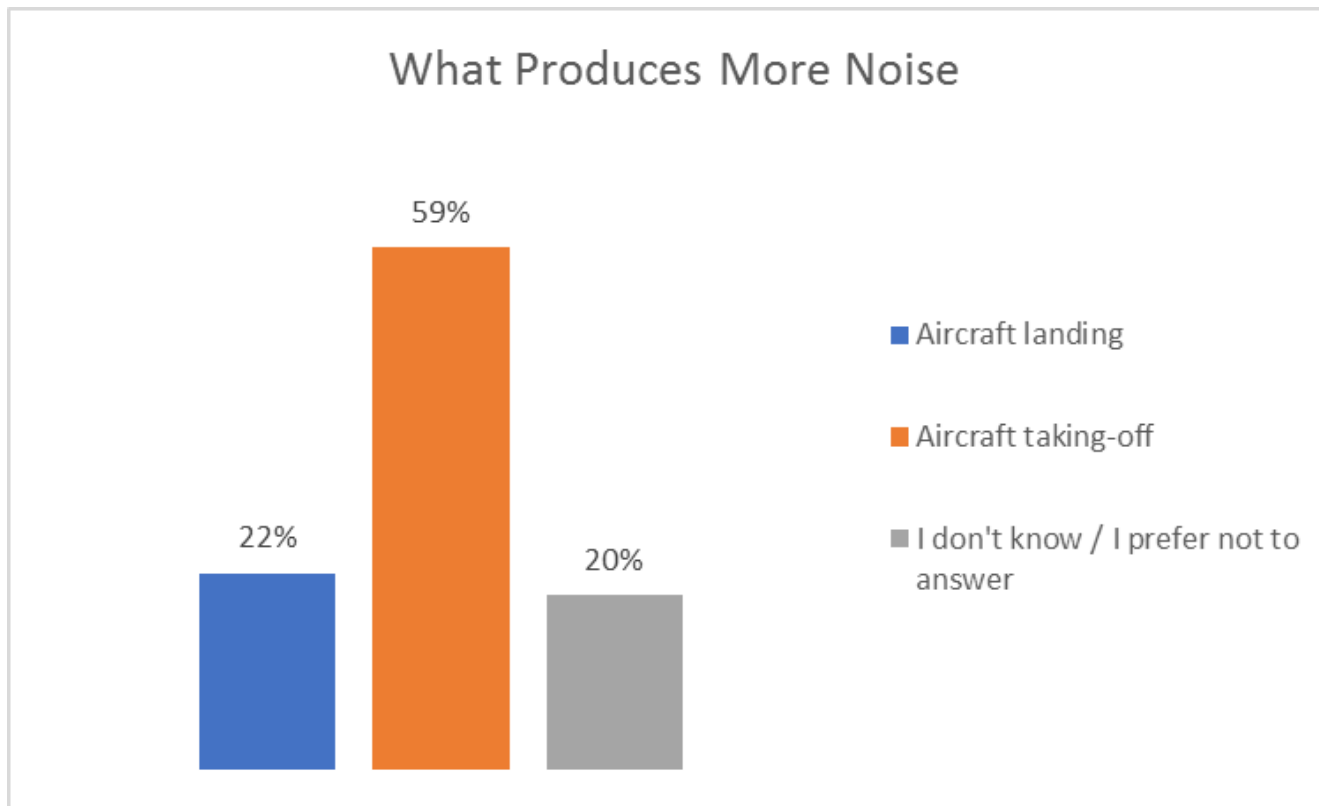


Responses are those of the participants.

This was an open question that did not contain response options provided by ADM.

Section 4 – Noise Abatement Procedures

In your opinion, what produces more noise?

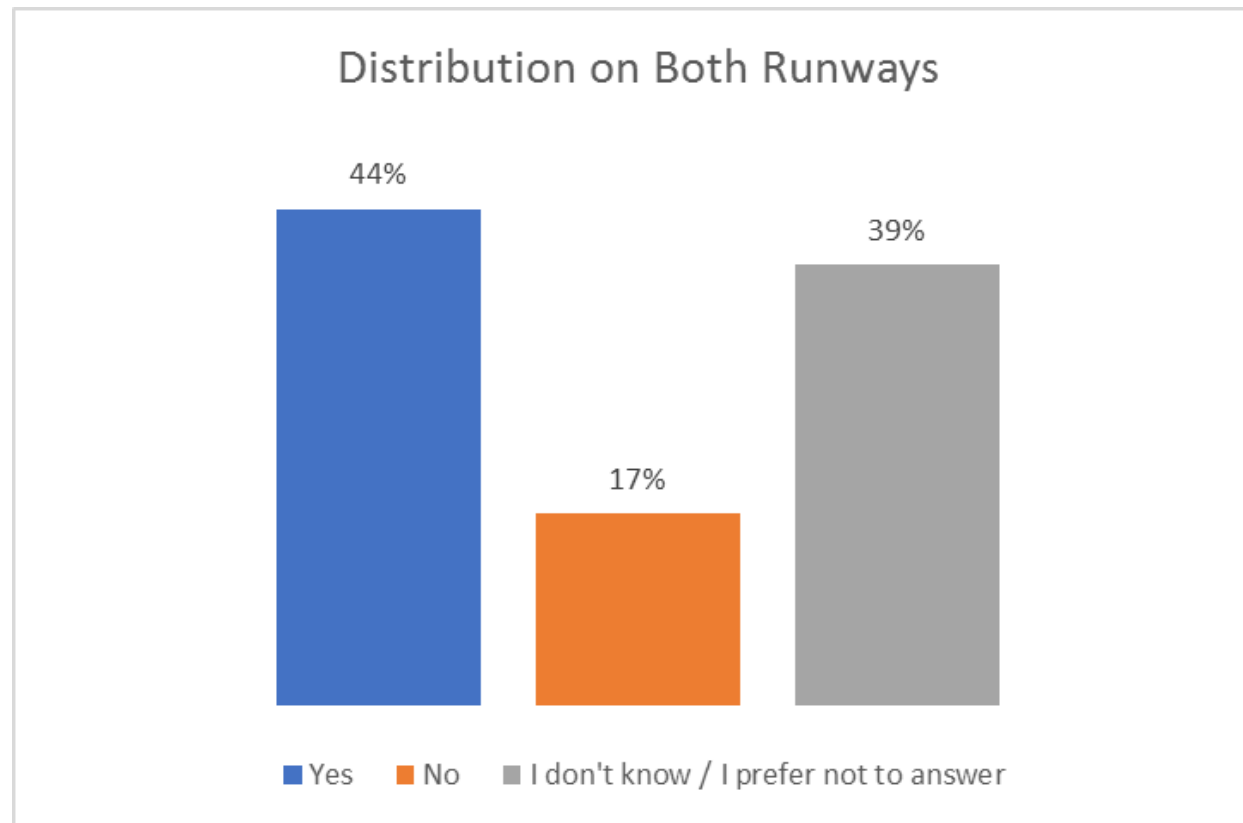


Section 5 – Preferred Runways

Aircraft have to take off and land into the wind. During south-westerly winds, present about 70% of the time, aircraft take off and land towards Lac St-Louis, mainly from runway 24L (Dorval South) for departures and runway 24R (Ahuntsic-Cartierville, Saint-Laurent North) for arrivals, while during north-easterly winds, departures are mainly assigned to runway 06R (Saint-Laurent South, Town of Mount-Royal, Villeray-Saint-Michel-Parc-Extension) and arrivals to 06L (Pointe-Claire, Dorval North). The usual runway assignment can be modified when there is construction work on the runways. When there is no construction, are you favorable that take-offs and landings be distributed on both runways?

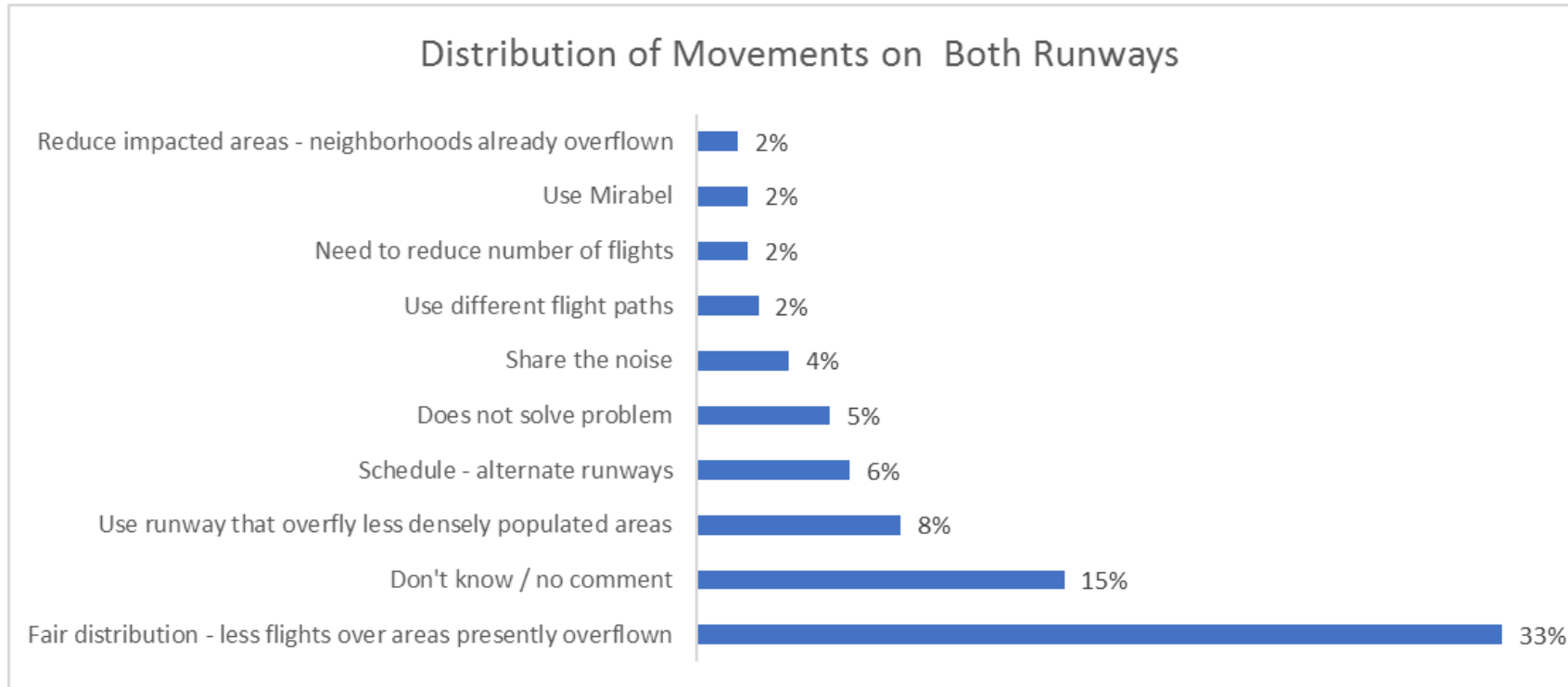
Section 5 – Preferred Runways

Responses:



Section 5 – Preferred Runways

Can you please give us more information on your answer to the question on the distribution of movements on both runways?

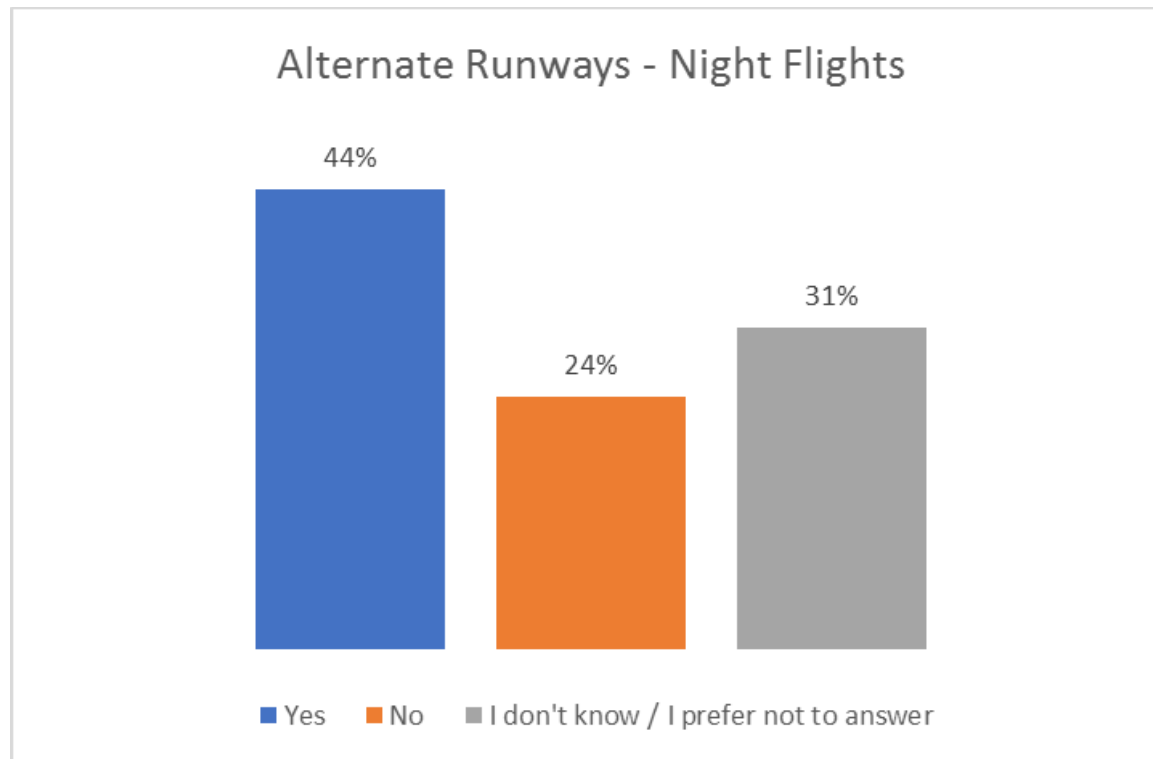


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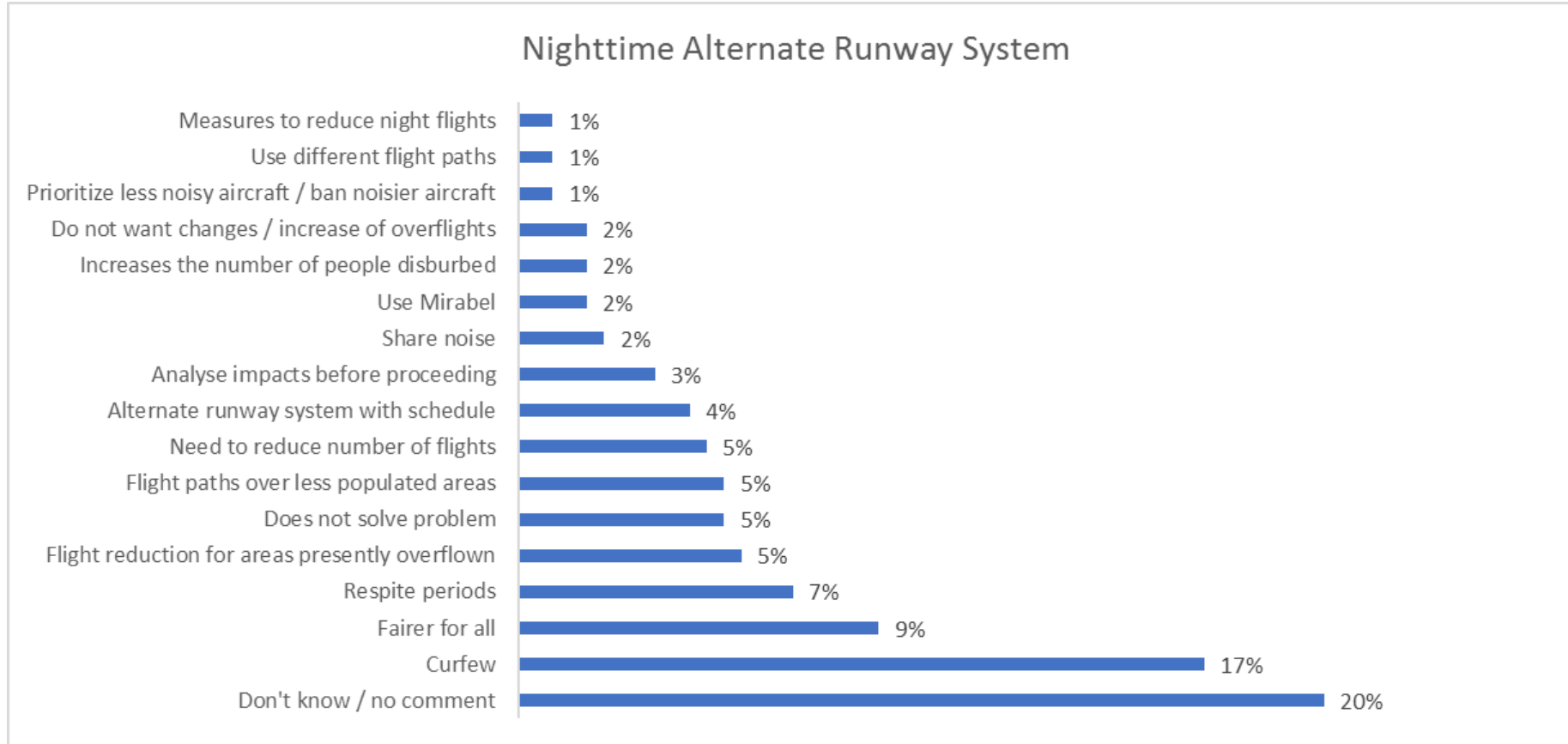
Section 5 – Preferred Runways

The Canada Air Pilot provides for the assignment of preferential runways for night flights. Do you think that a system of alternating runways during this period to ensure moments of respite by sector would be a good idea?



Section 5 – Preferred Runways

Can you please give us more information on your answer on alternating runways at night?

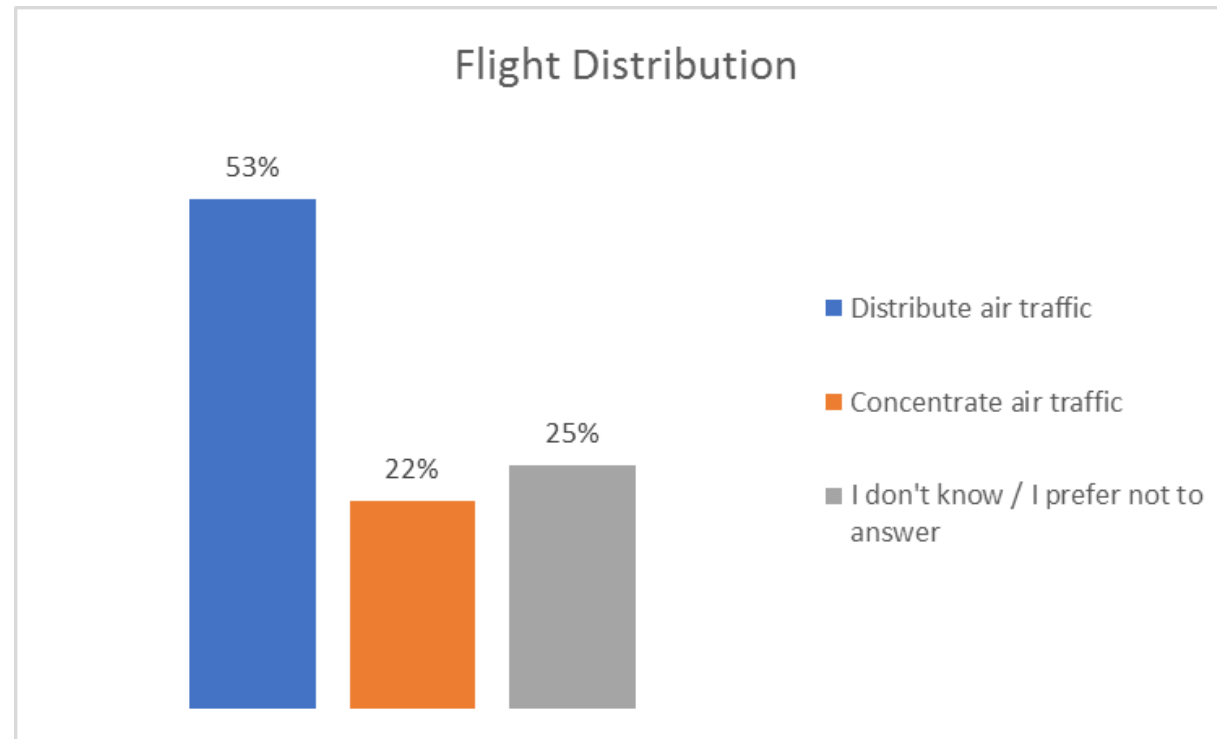


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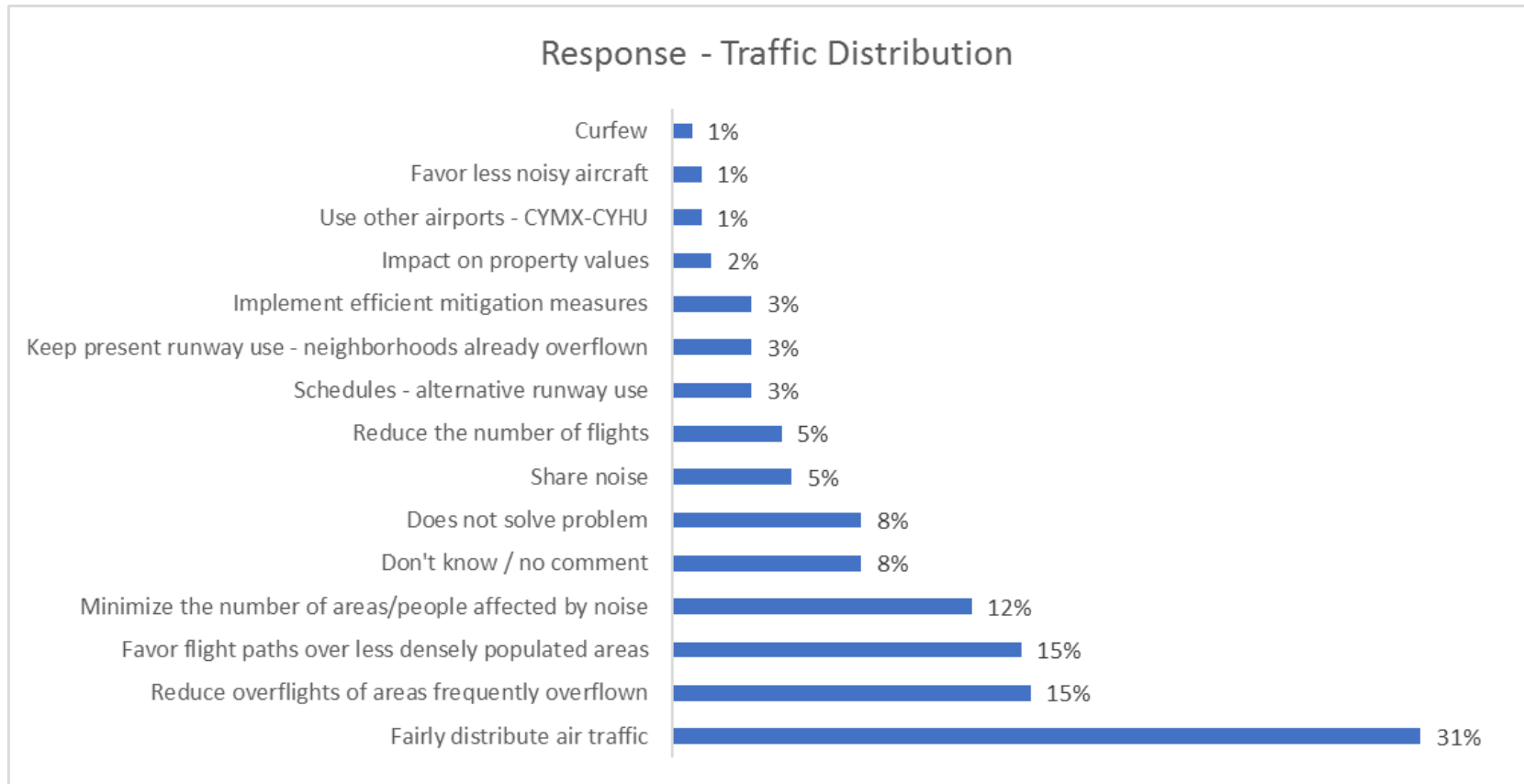
Section 5 – Preferred Runways

In your opinion, is it better to distribute air traffic such that it flies over several neighborhoods or should it be concentrated over fewer neighborhoods?



Section 5 – Preferred Runways

Can you please give us more information on your answer on the distribution of air traffic?

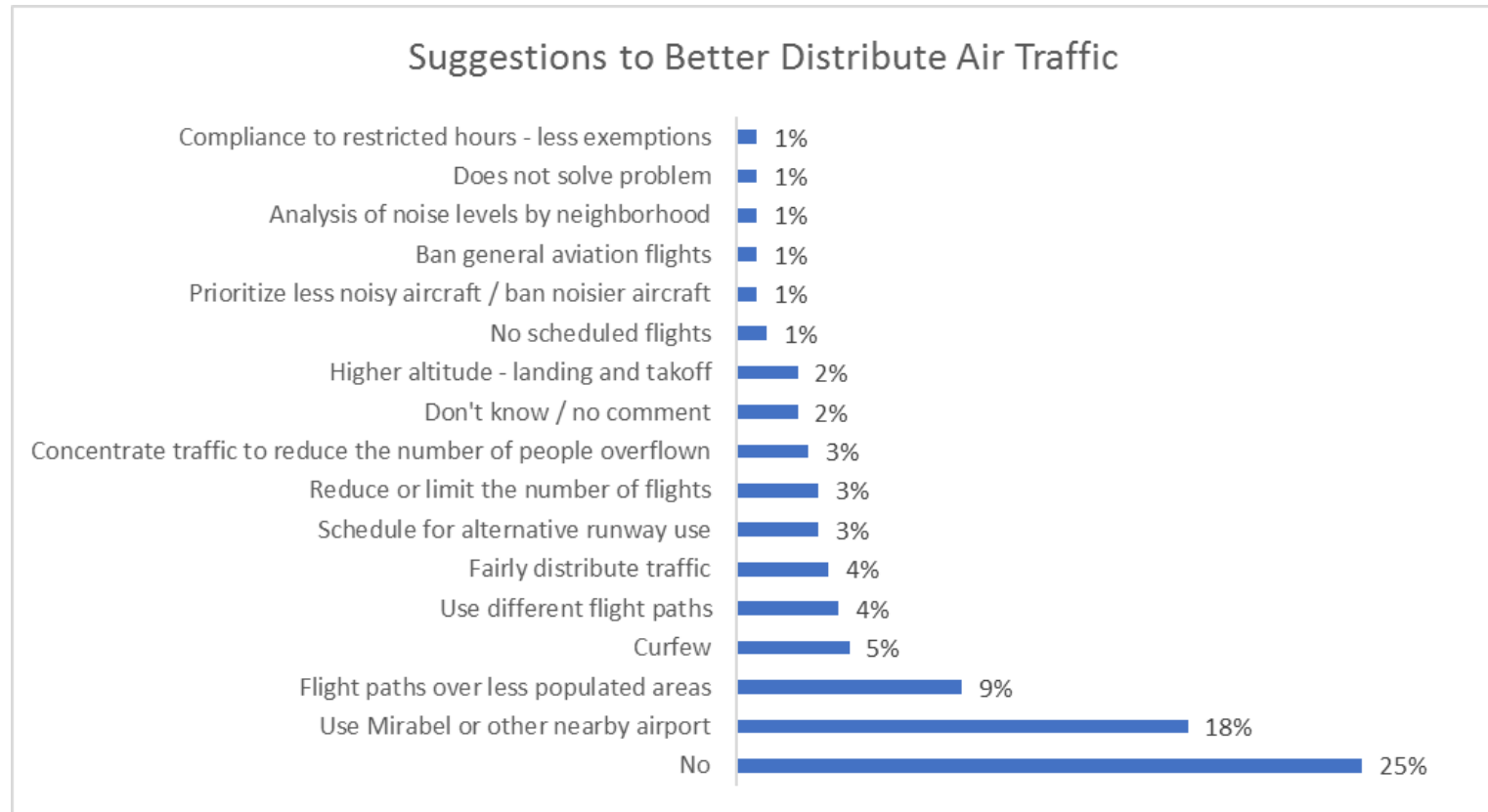


Responses are those of the participants.

This was an open question that did not contain response options provided by ADM.

Section 5 – Preferred Runways

Do you have any suggestions for better distributing air traffic?

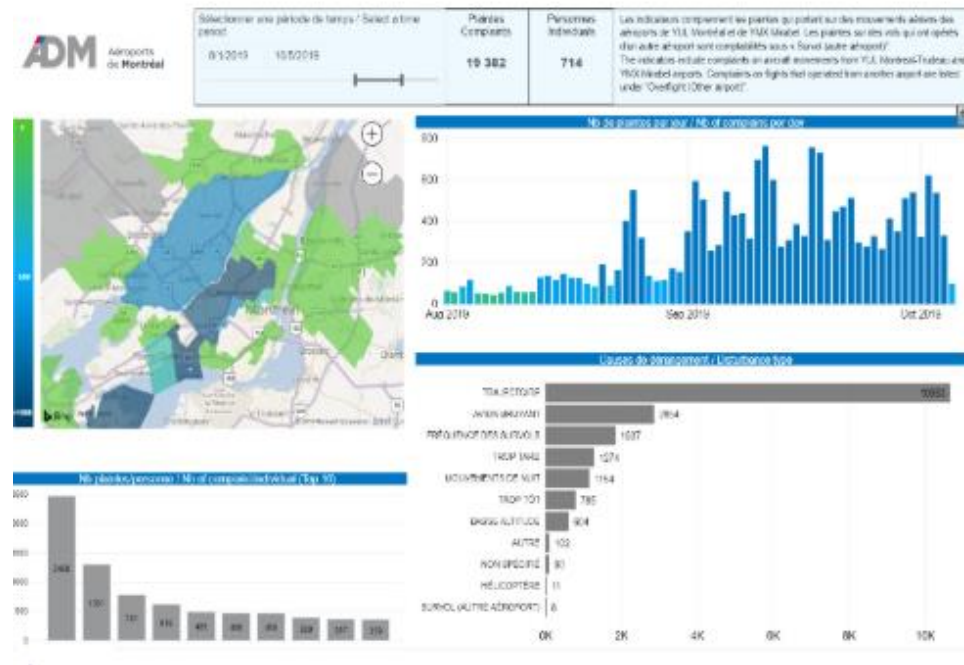


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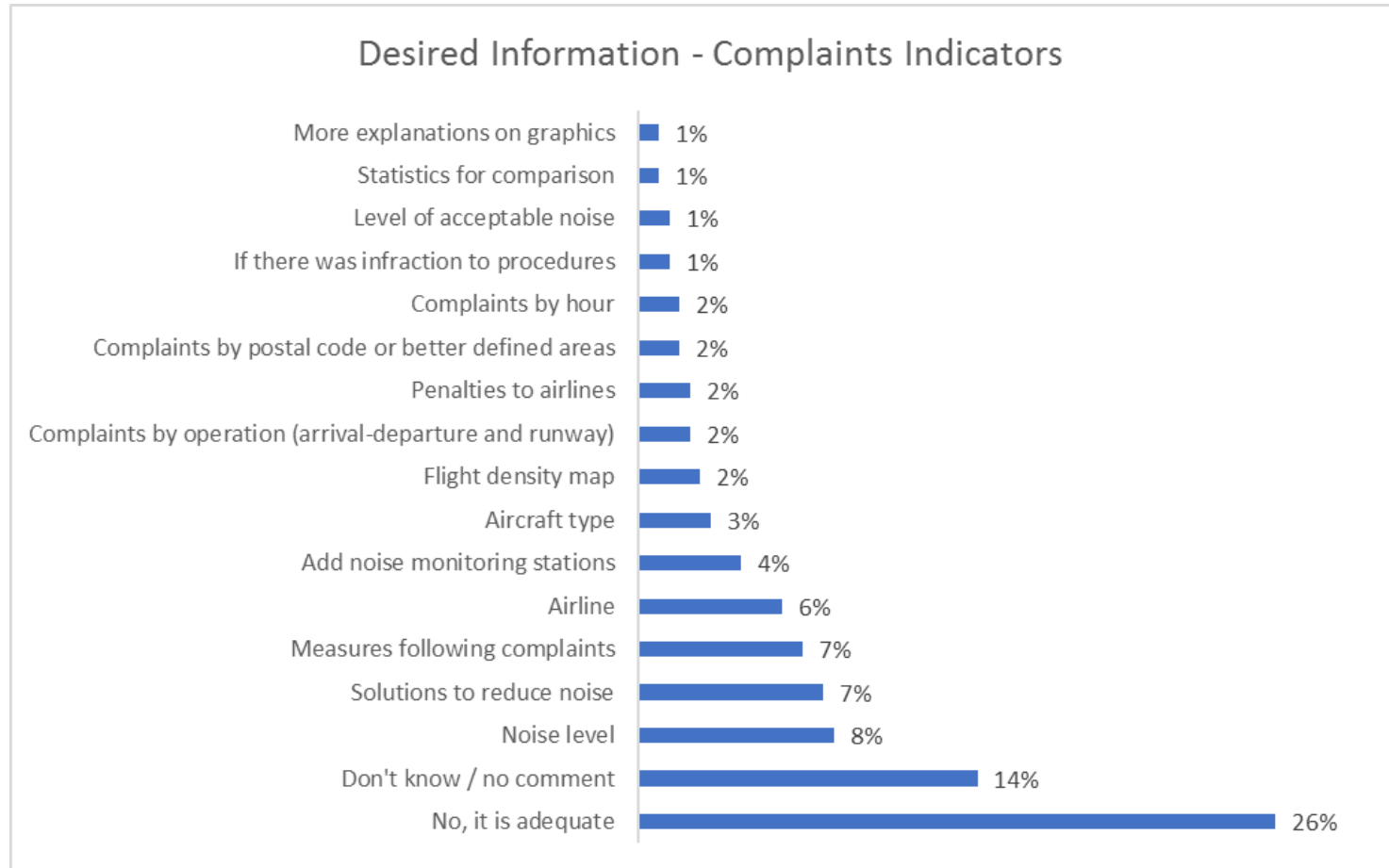
Section 6 – Noise Measurement and Reports

Following is a sample complaint report. Is there any other type of information that you would like to see?



See following page

Section 6 – Noise Measurement and Reports

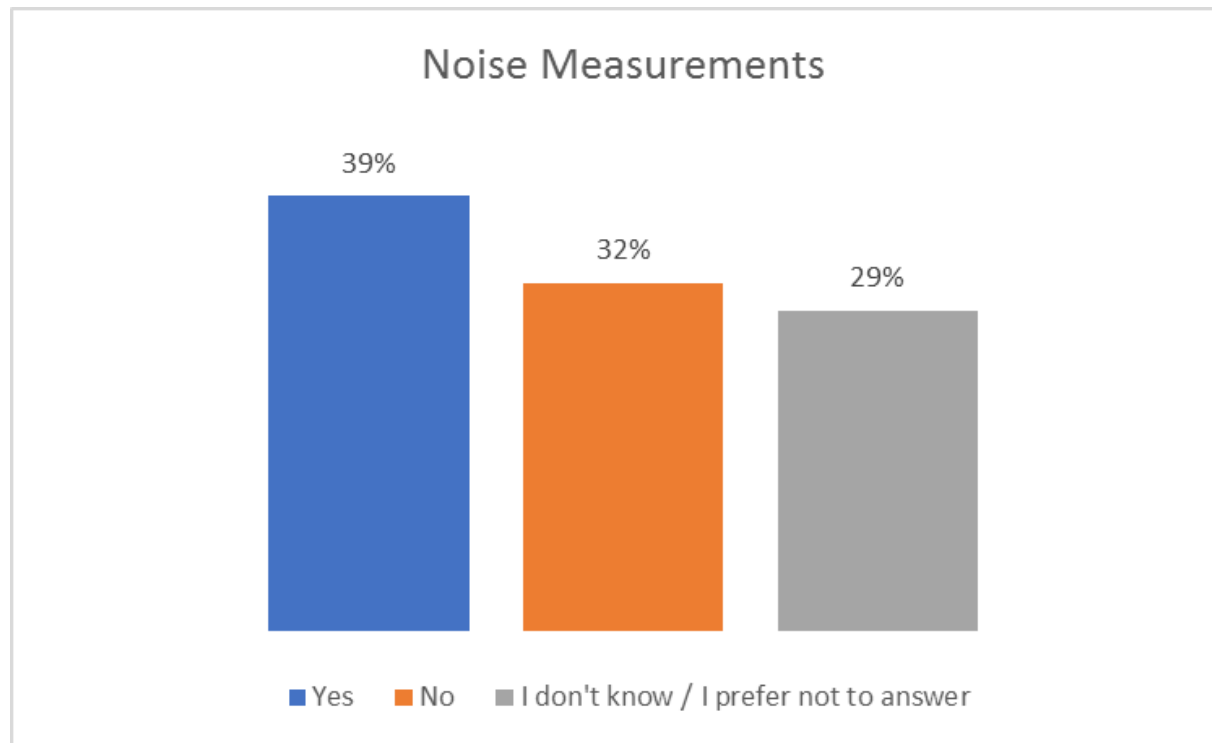


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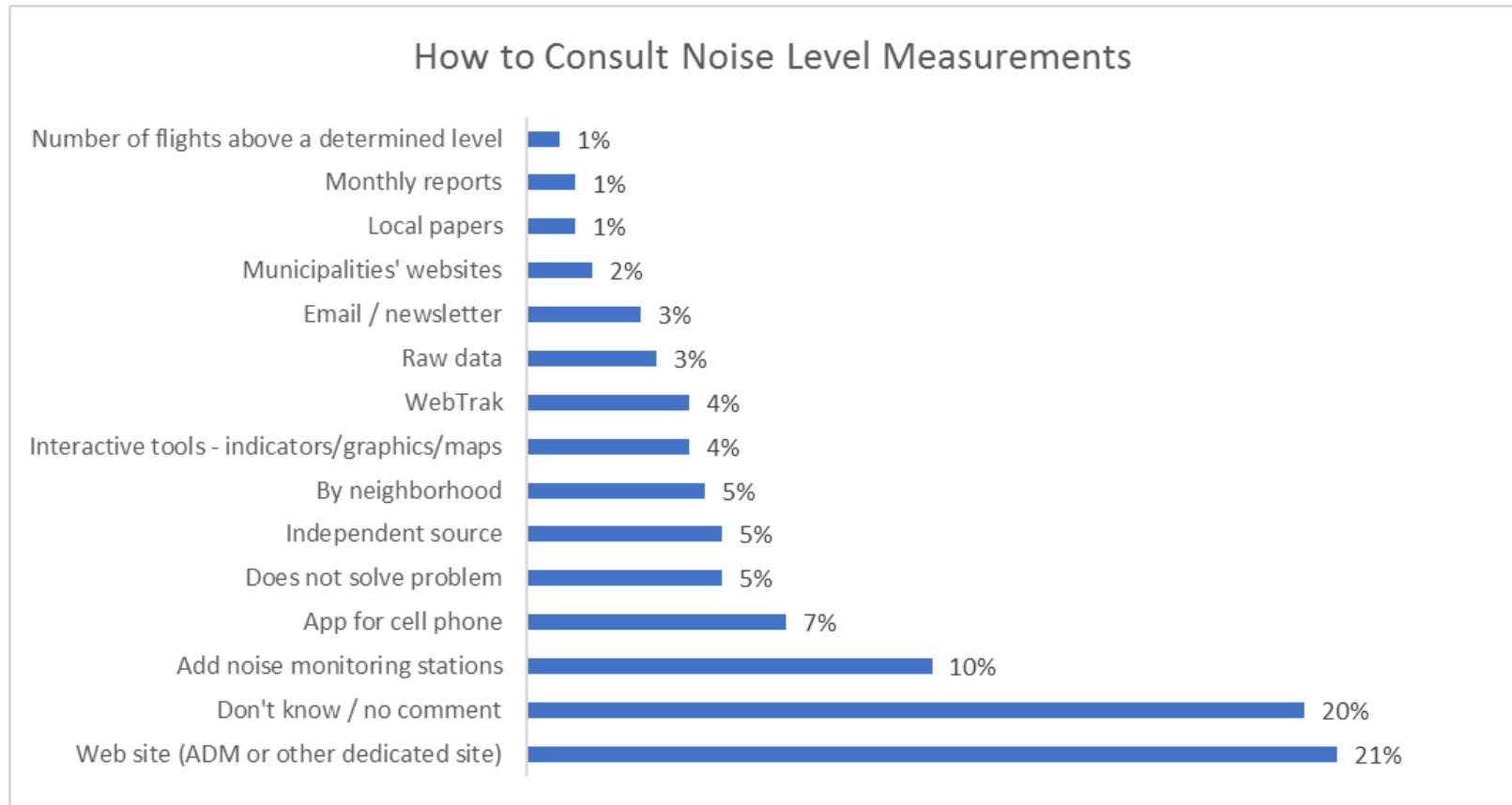
Section 6 – Noise Measurement and Reports

YUL Montréal-Trudeau Airport currently shares, via WebTrak, noise levels at noise monitoring stations around the airport. Would you like to be able to consult these measurements another way?



Section 6 – Noise Measurement and Reports

Can you please tell us how you would like to consult the measurements of noise levels?

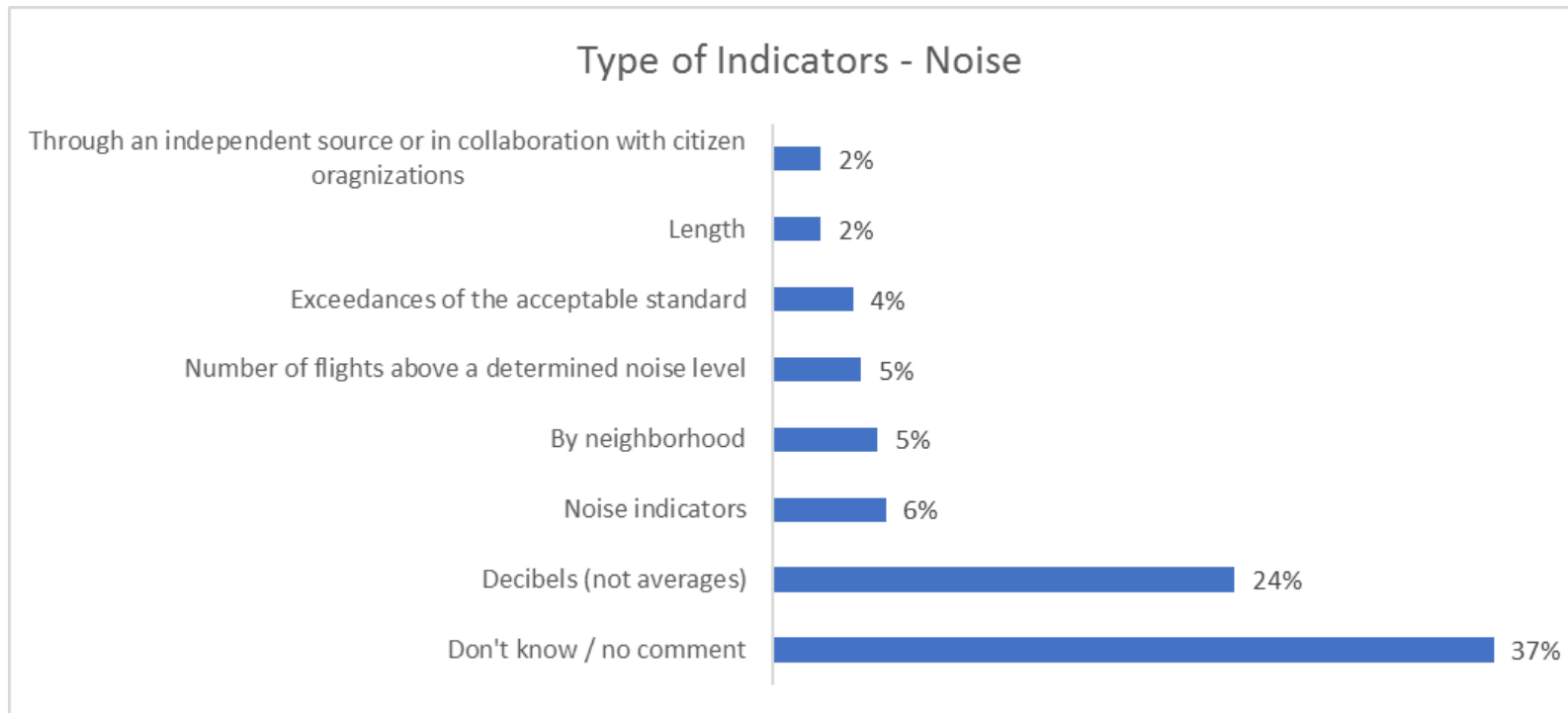


Responses are those of the participants.

This was an open question that did not contain response options provided by ADM.

Section 6 – Noise Measurement and Reports

There are various ways to measure noise. What types of indicators would you like to be able to consult?

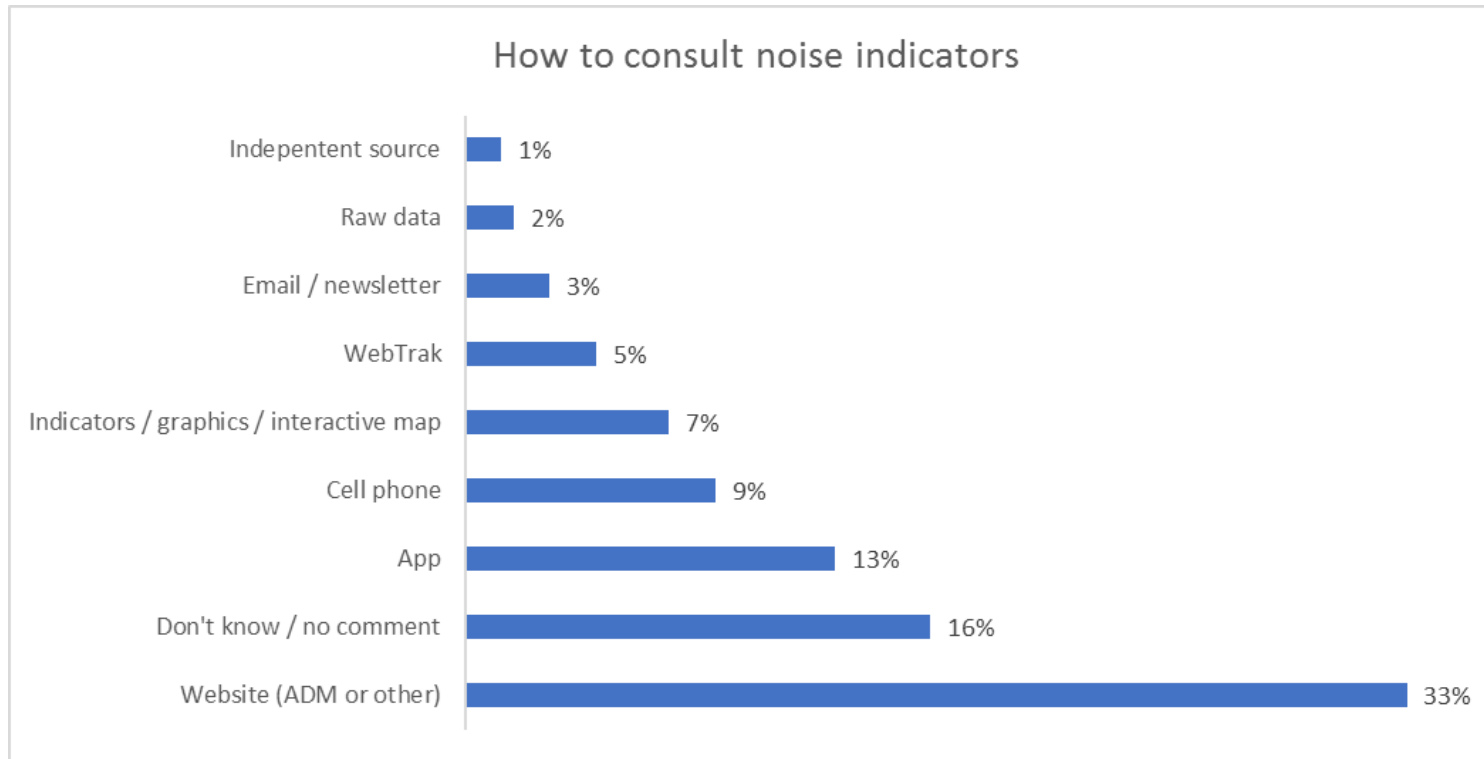


Responses are those of the participants.

This was an open question that did not contain response options provided by ADM.

Section 6 – Noise Measurement and Reports

How would you like to be able to consult the indicators?



Responses are those of the participants.

This was an open question that did not contain response options provided by ADM.

Section 6 – Noise Measurement and Reports

Following are three examples of information on flight paths. The first one is static, the second one is interactive and enables the user to locate an address and see information for this address and the third one displays track density.

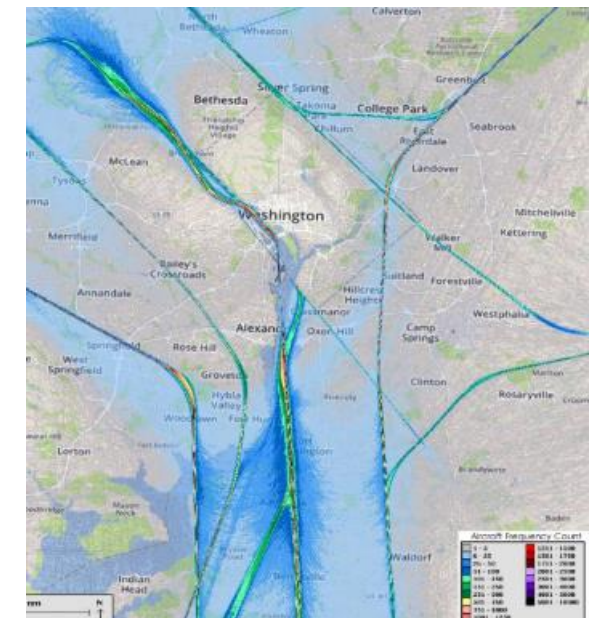
Option 1



Option 2



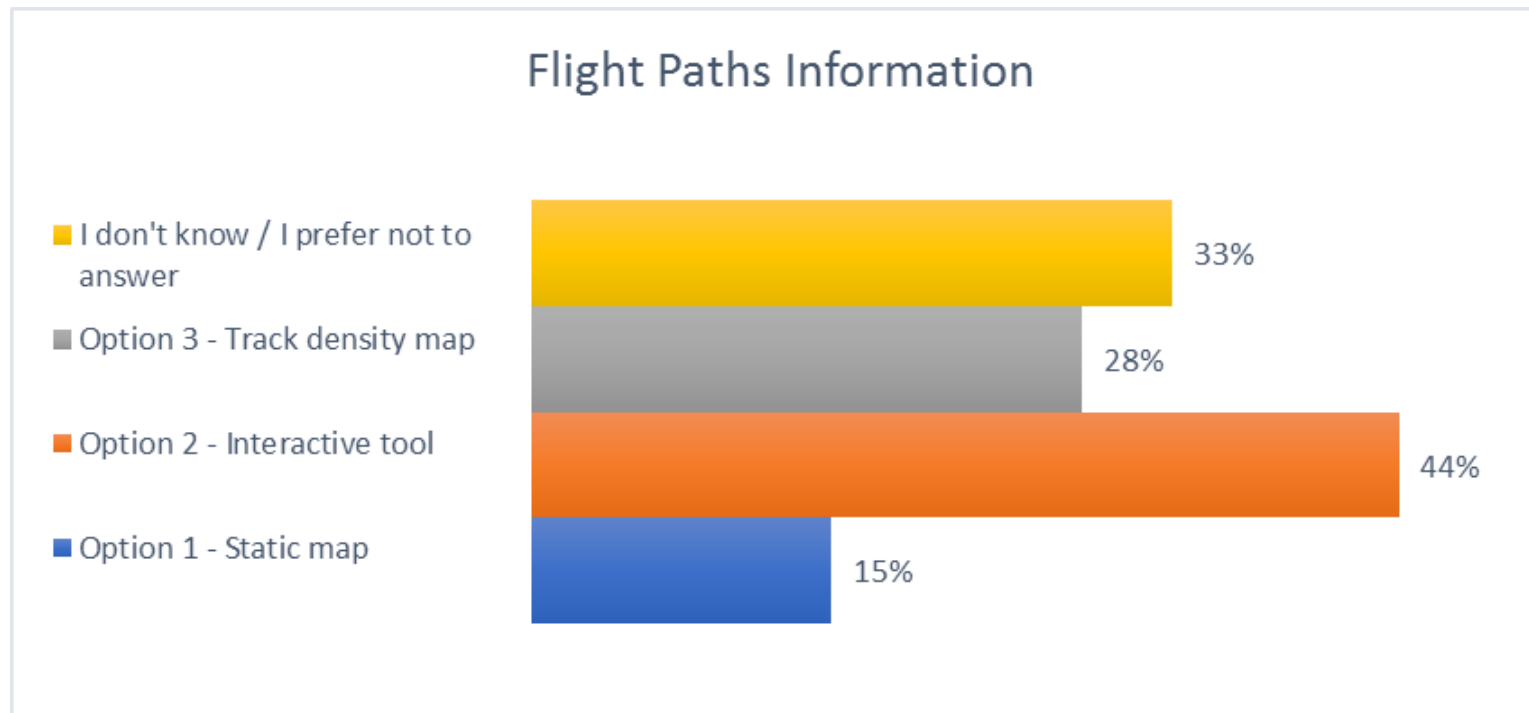
Option 3



Section 6 – Noise Measurement and Reports

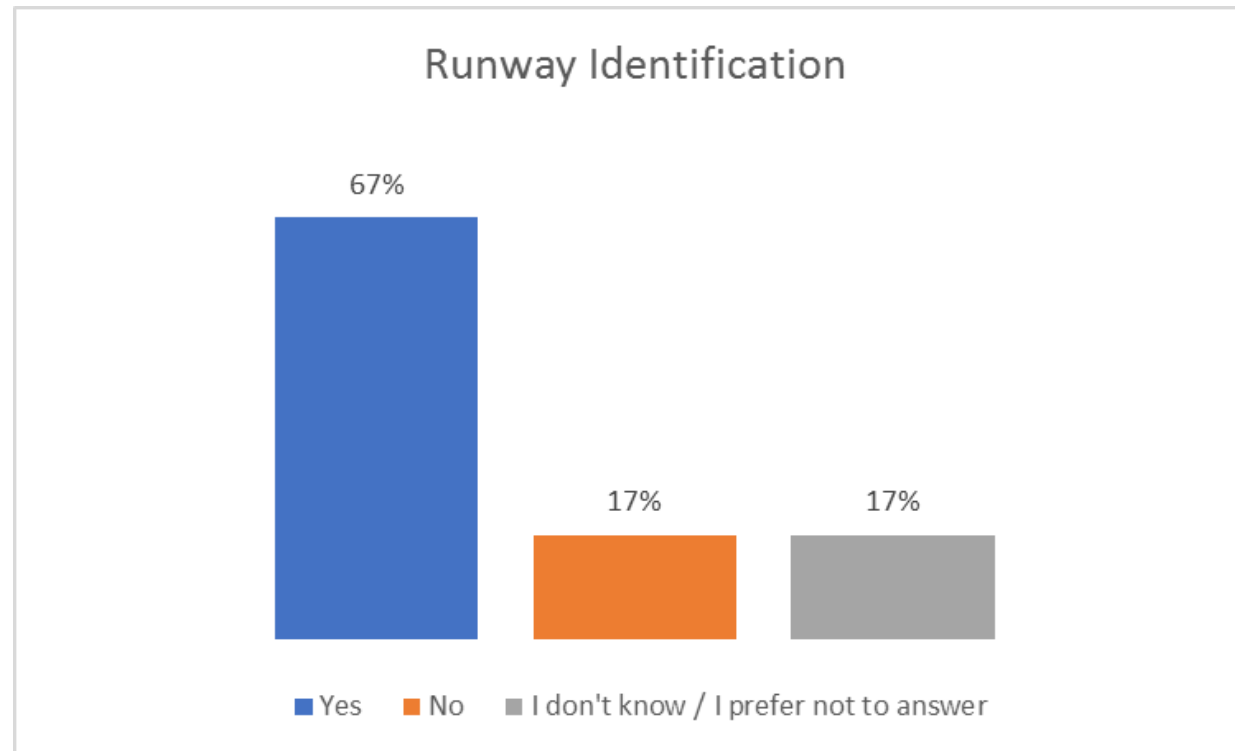
Responses

(Possibility to choose several options)



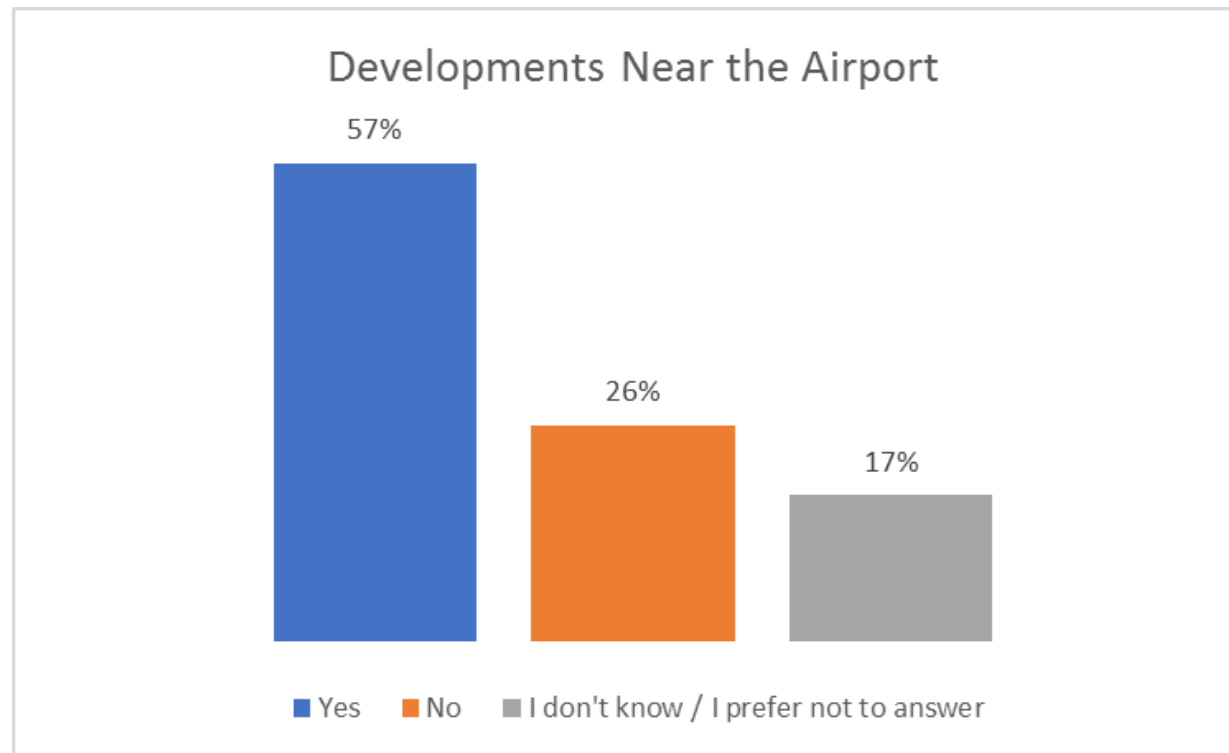
Section 6 – Noise Measurement and Reports

In your opinion, would communications be clearer if the runways were identified as North runway and South runway instead of 06L-24R and 06R-24L?



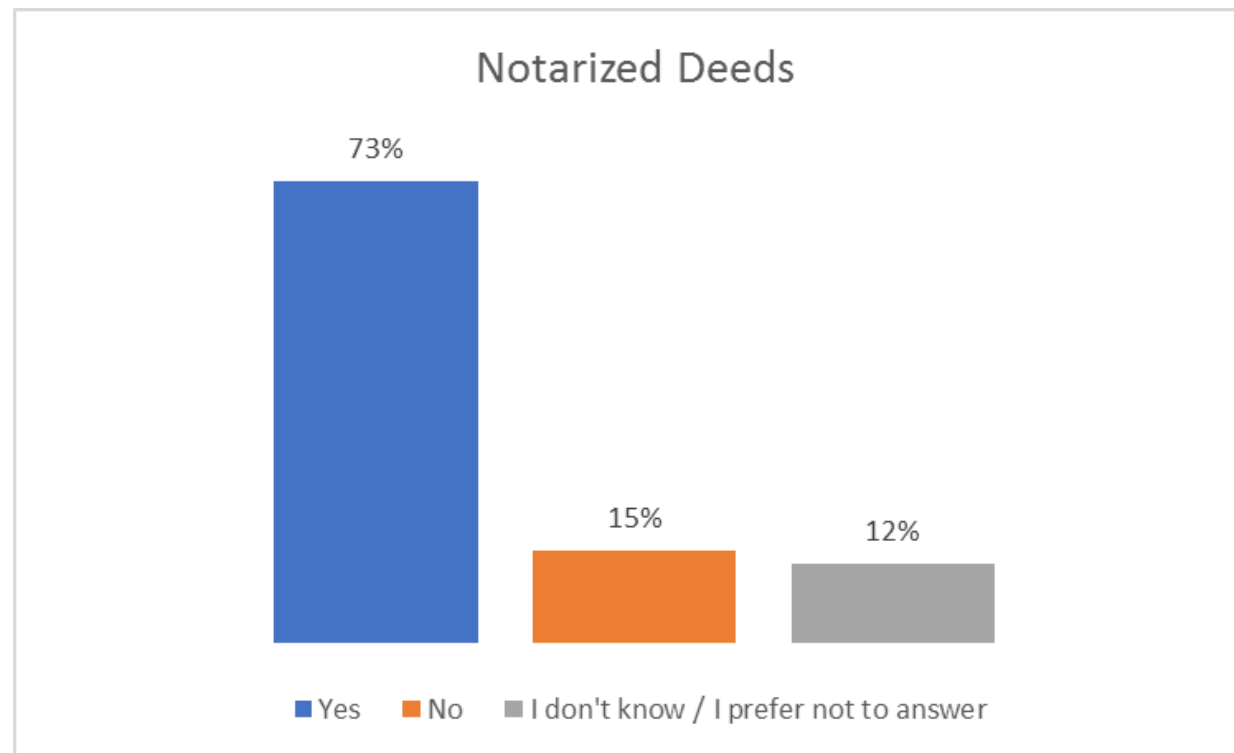
Section 7 – Land Use

Should the development of new residential areas near YUL Montréal-Trudeau Airport be banned?



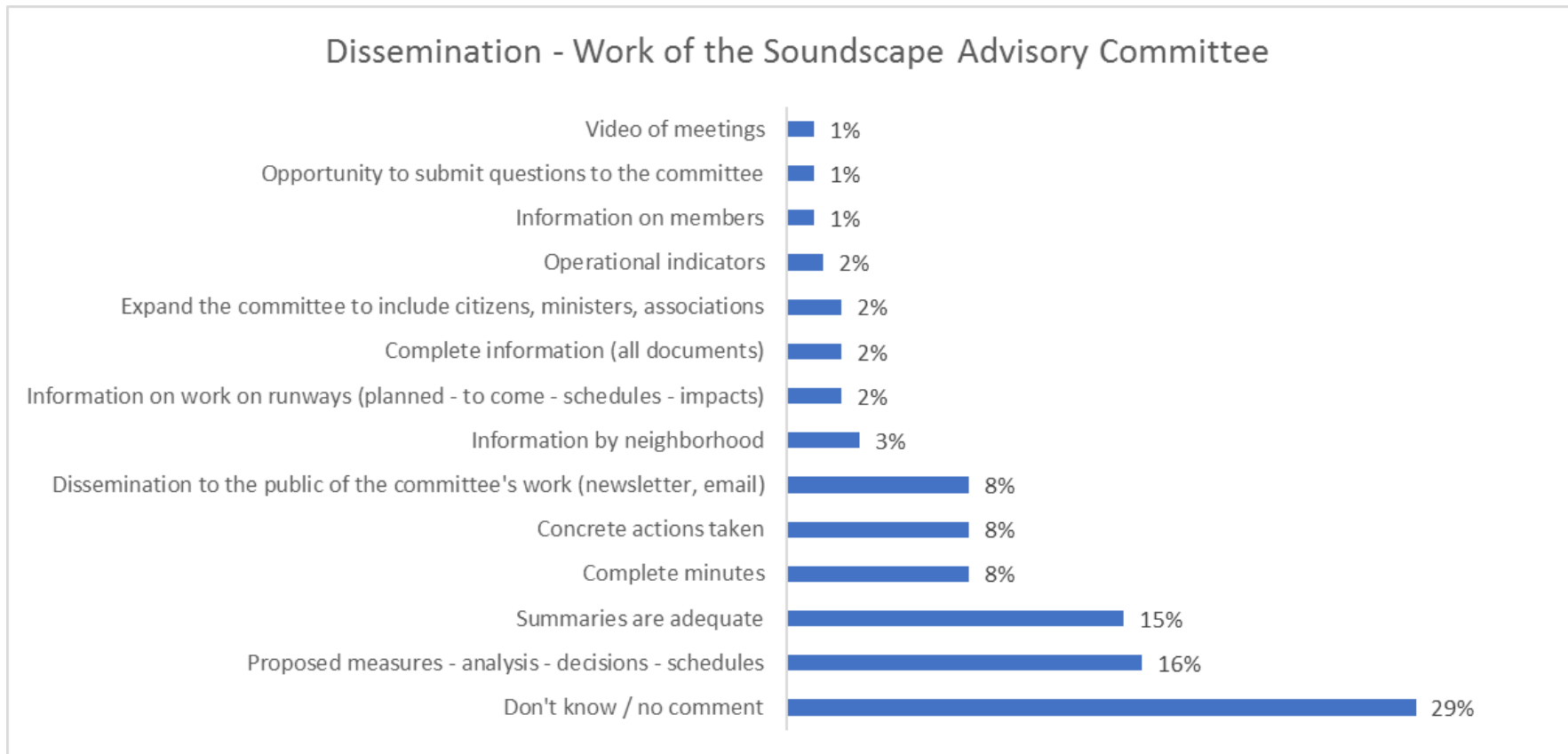
Section 7 – Land Use

Should notarized deeds contain information about the proximity of the airport?



Section 8 – Community

What kind of information about the work of the advisory committee would you like to see online, given that the summaries of the minutes of these meetings are already online?

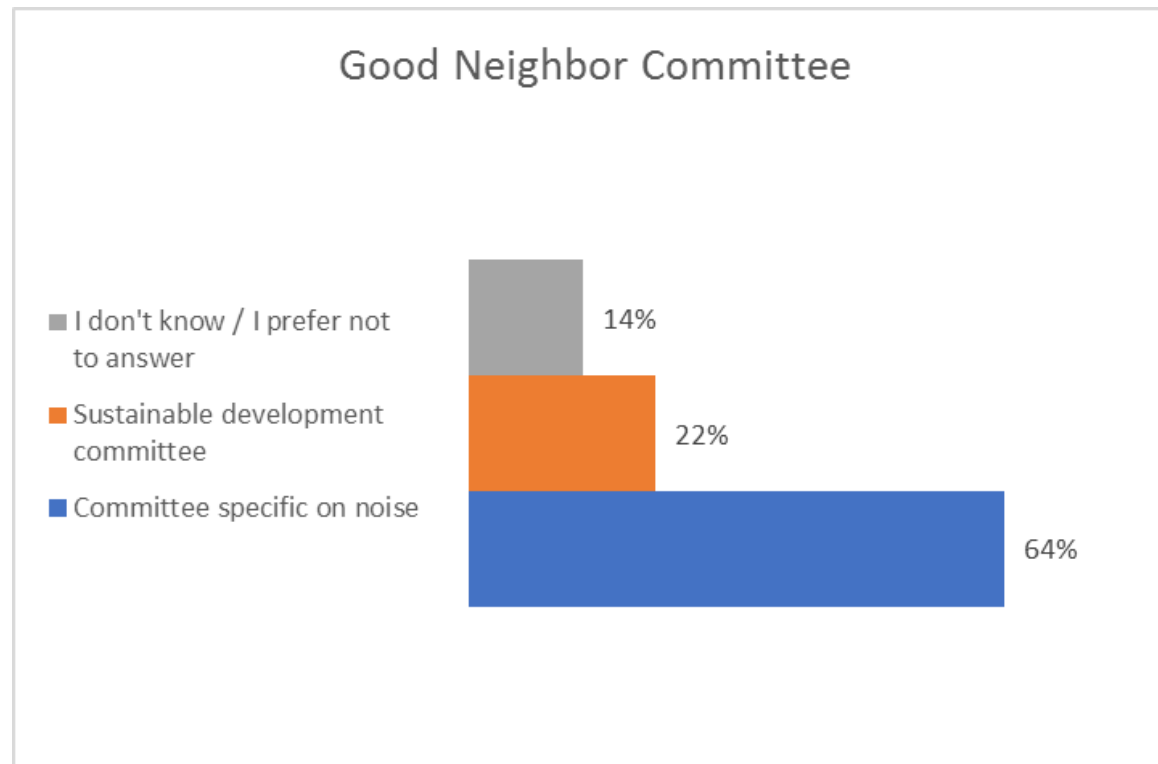


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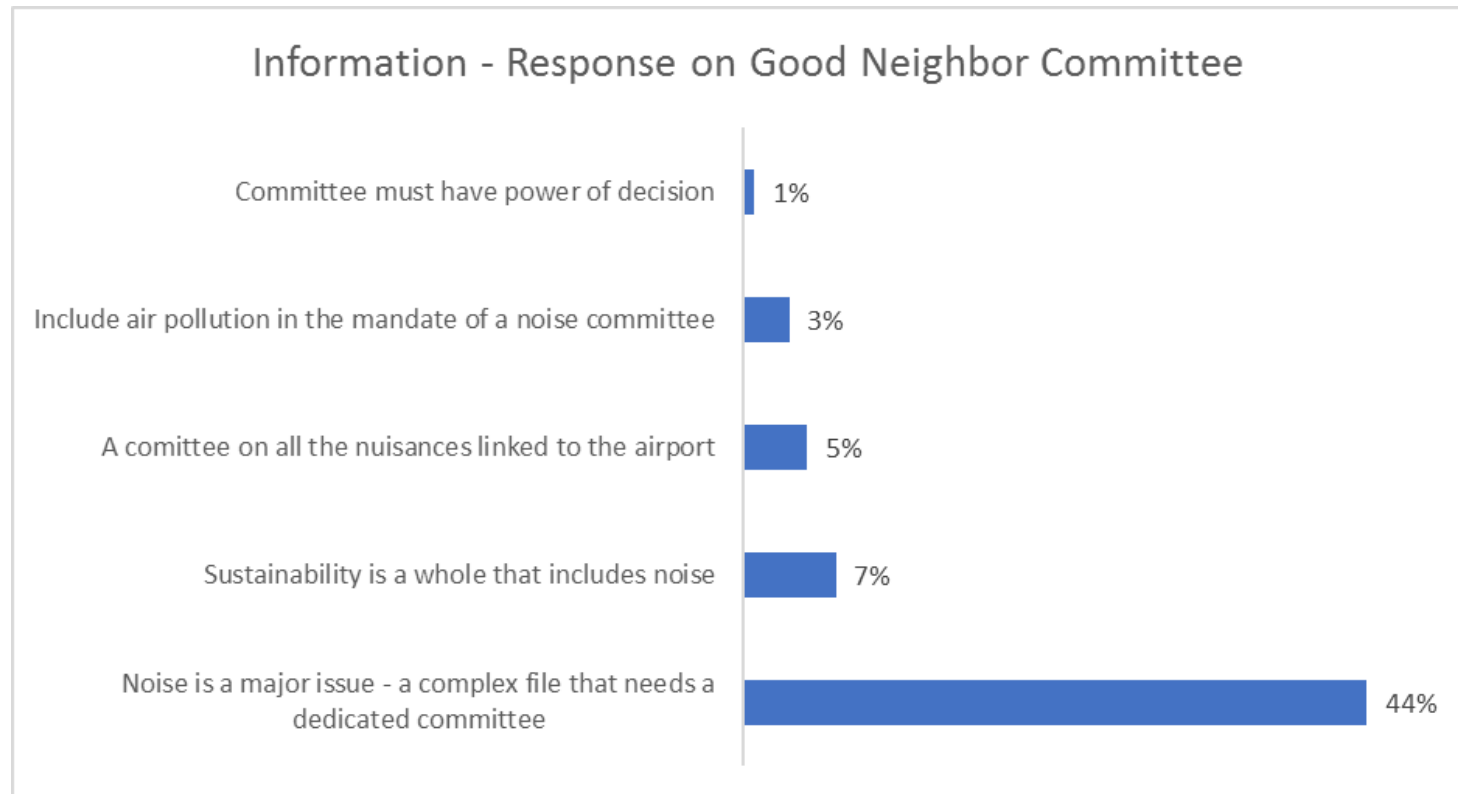
Section 8 – Community

ADM wants to set up a good neighbor committee. In your opinion, should this committee deal specifically with noise or should this issue be managed by a good neighbor committee responsible for sustainable development?



Section 8 – Community

Can you please give us more information on your answer on the good neighbor committee?



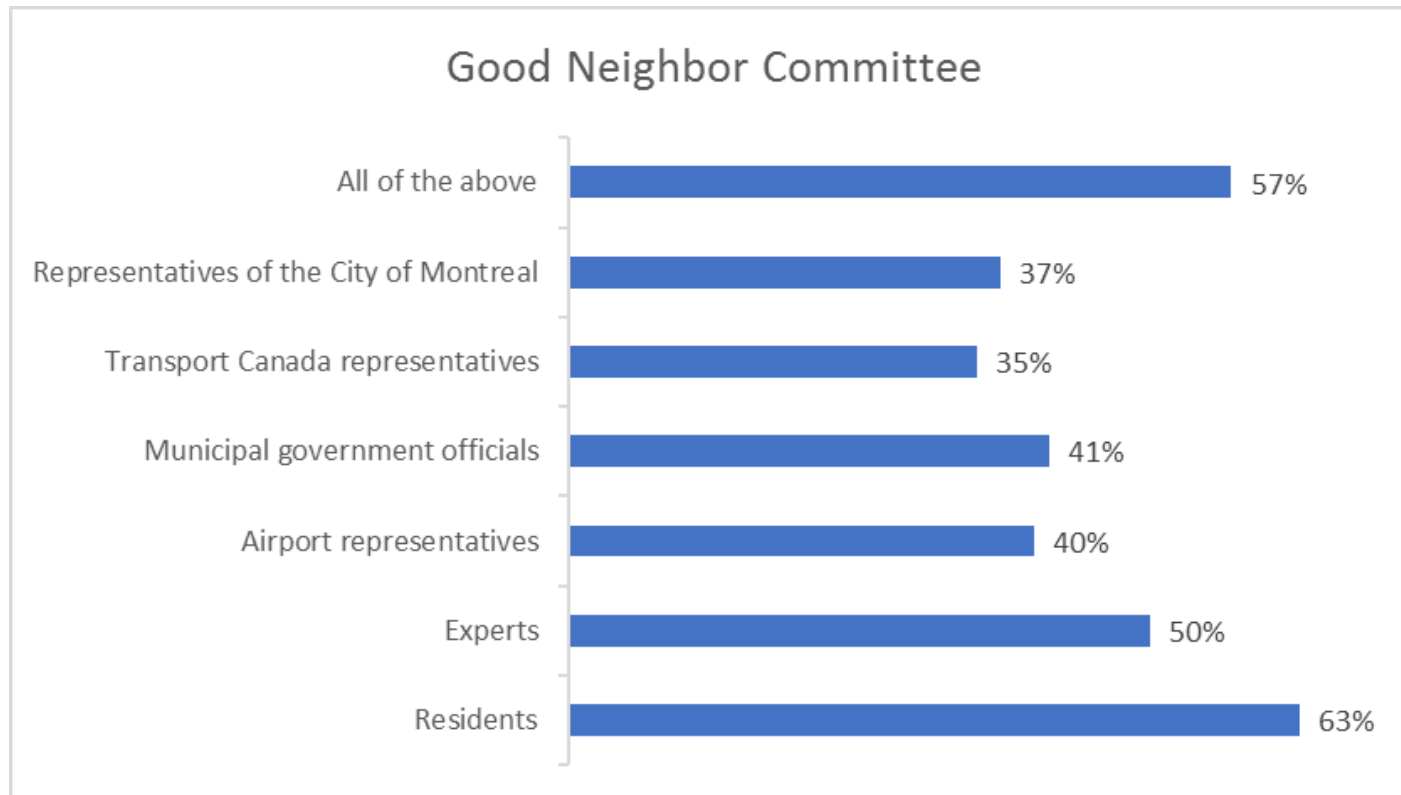
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Section 8 – Community

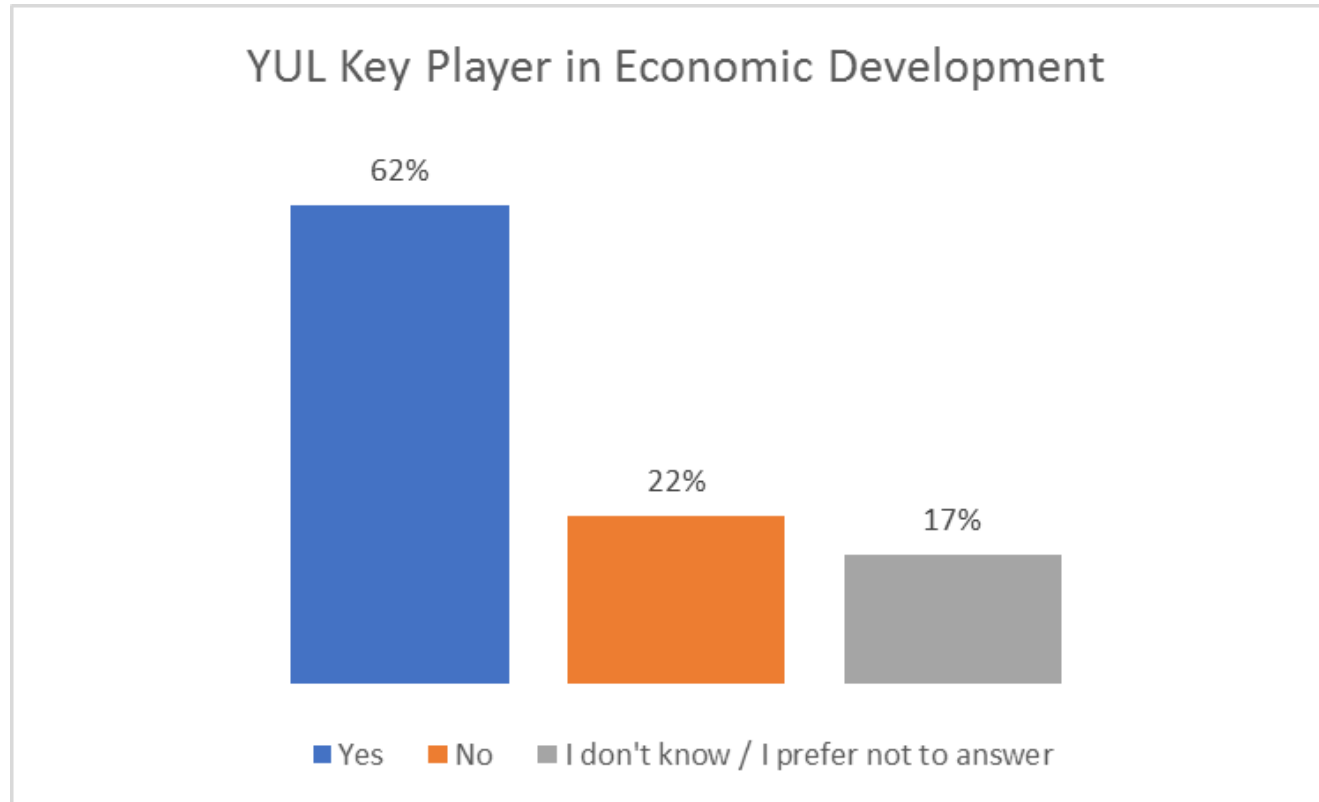
In your opinion, who should be a member of a good neighbor committee at YUL Montréal-Trudeau Airport?

(Possibility to choose several options)



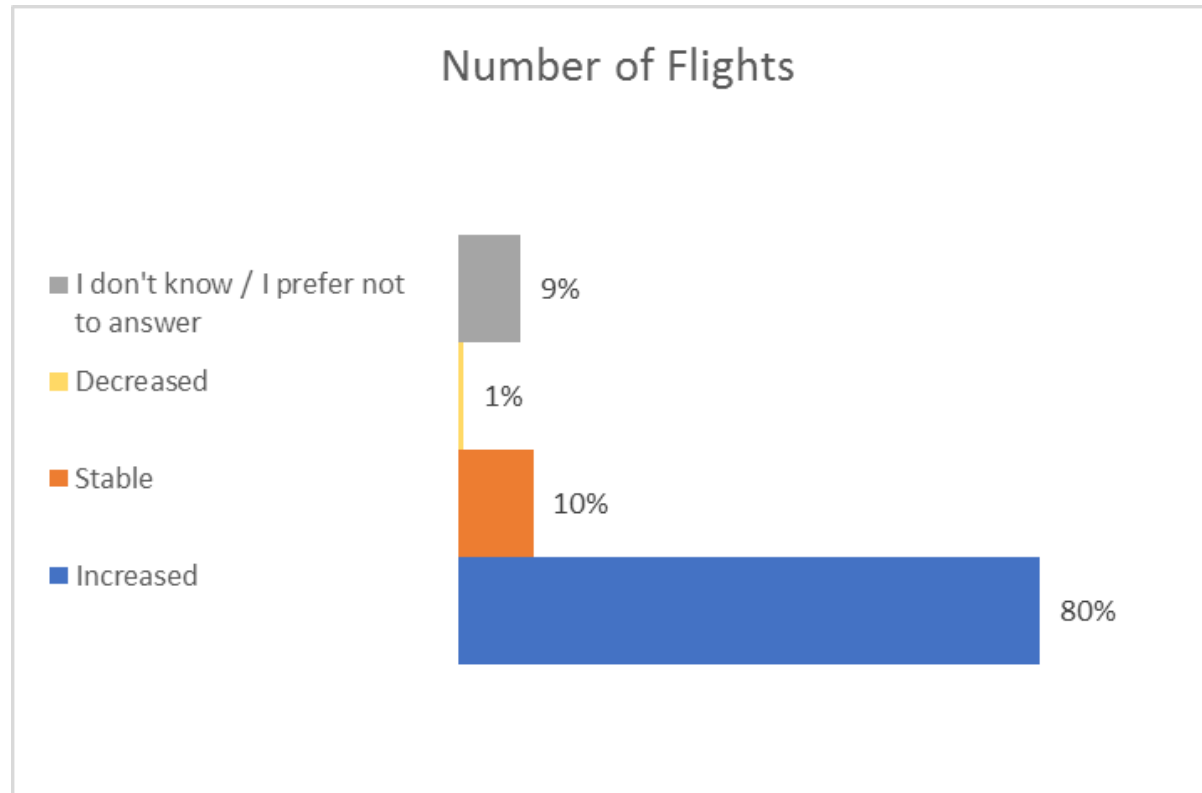
General Questions

In your opinion, is YUL Montréal-Trudeau Airport a key player in the economic development of the Montréal area?



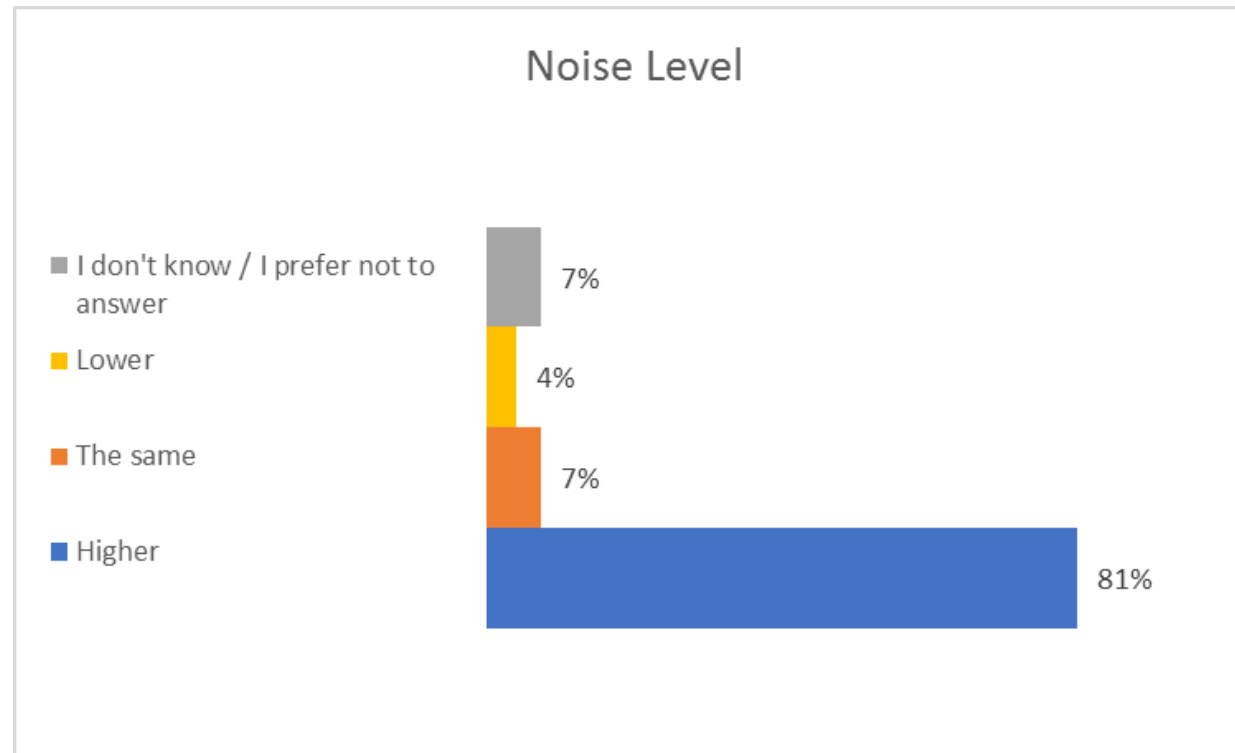
General Questions

In your opinion, in the last 10 years, has the number of flights arriving or departing from YUL Montréal-Trudeau Airport increased, remained stable, or decreased?



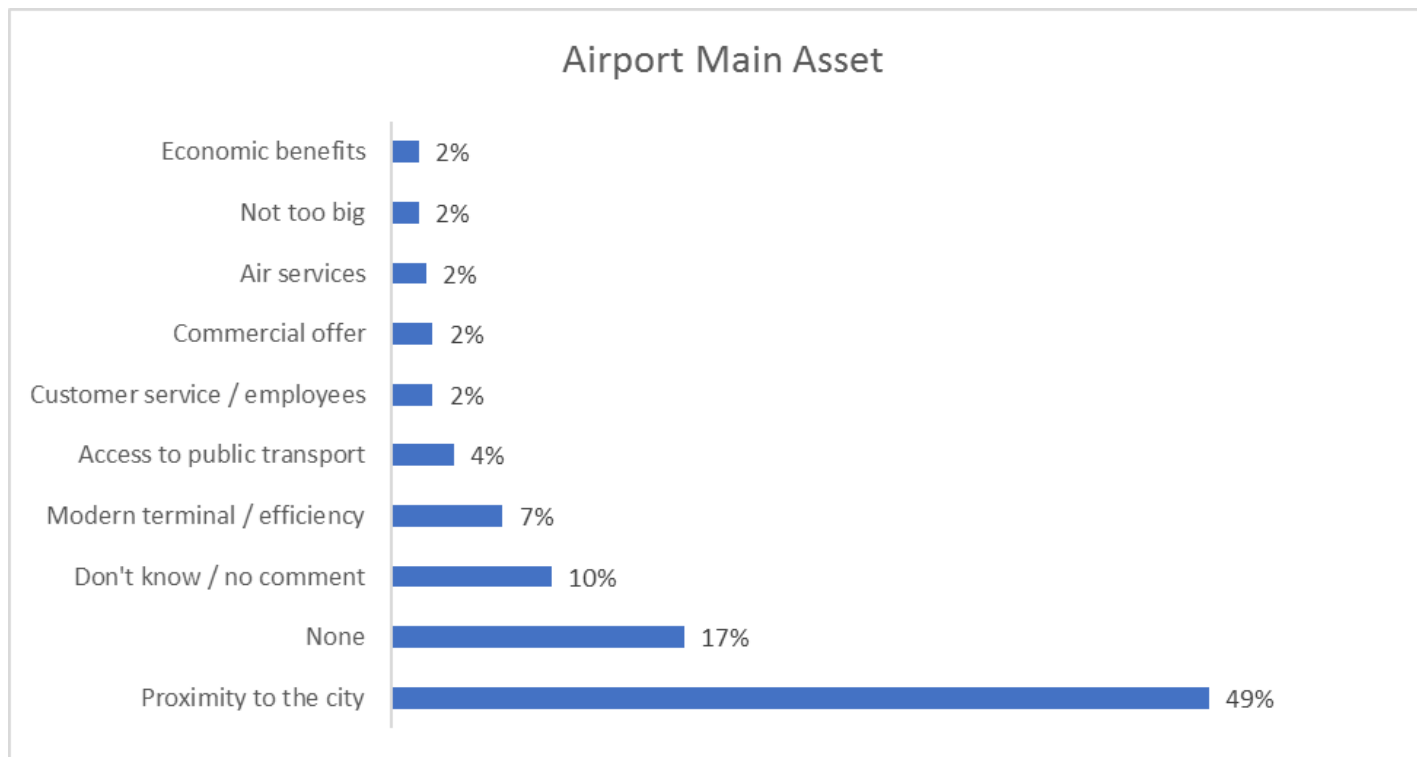
General Questions

Compared to 10 years ago, do you think the noise level of air traffic at YUL Montréal-Trudeau Airport is higher, has remained the same, or is lower?



General Questions

What do you think is the main asset of YUL Montréal-Trudeau Airport?

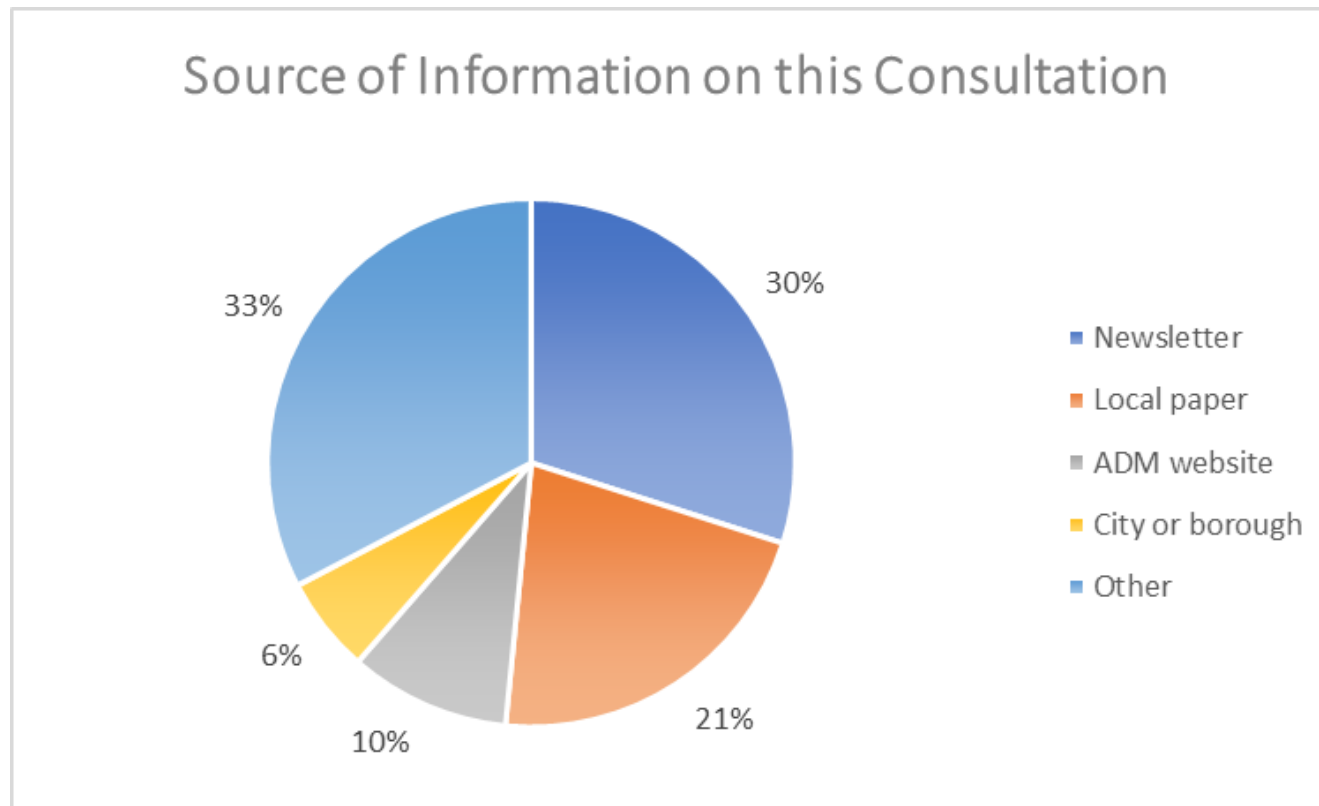


Responses are those of the participants.

This was an open question that did not contain response options provided by ADM.

General Questions

How did you hear about this consultation?



General Questions

To what extent are you satisfied with this survey?

