

ADM is modernizing its soundscape management action plan

Montréal, March 3, 2020 – To optimize soundscape management at YUL Montréal–Trudeau International Airport, ADM Aéroports de Montréal has developed a new action plan, and is inviting citizens to comment on it via an online public consultation.

Soundscape management is a constant priority for ADM. It is a process built around dialogue and transparency, and is in keeping with the airport authority's genuine commitment to remaining in constant touch with the public and continuing to foster harmonious relationships with neighbouring communities. The action plan was previously submitted to elected municipal officials in cities and boroughs surrounding the airport, and enhanced in light of those exchanges.

Citizens have until March 31 to respond to the questionnaire posted on the Web page www.admtl.com/en/consultation.

About the action plan

The upgrading of the action plan on soundscape management followed a rigorous process. ADM retained the services of consulting firm Helios to identify and study best practices at 30 international airports chosen for reference purposes. The *2019–2023 Soundscape Management Action Plan* comprises a number of actions grouped into eight categories:

- Complaints Management;
- Nighttime Operations;
- Encouragement for the Use of Quieter Aircraft;
- Noise Abatement Procedures (landing and takeoff);
- Noise Measurement and Soundscape Reports;
- Land-use Planning;
- Relationships with Neighbouring Communities;
- Preferred Runways System.

Modernized complaints management system

[Complaints indicators](#) for the year 2019 are available on ADM's website. It is important to note that ADM has completely overhauled and modernized its complaints management system in recent months. This includes changes to its data collection and posting methodology: whereas under the former method, one complaint per resident per 24-hour cycle was recorded, the 2019 indicators count the total number of complaints received. As a result, the number of complaints is unavoidably higher, and non-comparable to those of previous years, even though aircraft movements were less in 2019 versus 2018.

The improvements aim at better informing members of the public and enabling them to express their concerns more easily. Examples include the [WebTrak](#) flight data display system: available on the Web or a smartphone, this new tool provides near-real-time access to noise data as well as air operations at YUL Montréal–Trudeau International Airport.

About Aéroports de Montréal

ADM Aéroports de Montréal is the airport authority for the Greater Montréal area responsible for the management, operation and development of YUL Montréal–Trudeau International Airport and the YMX International Aerocity of Mirabel.

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Source:**Aéroports de Montréal**

Public Affairs 514 394-7304

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APPENDIX

2019 Complaints Indicators

Complaints linked to an aircraft that operated from YUL:

Total number of complaints	48,273	
Number of complainants	934	
Number of complaints filed by 20 people	27,340	57%
Number of complaints filed via AEROplainte	30,736	64%
Number of complainants who filed via AEROplainte	615	66%
Highest number of complaints filed by a single person	5,645	11.7%
Highest number of complaints filed by a single person in the space of one day	321	
Number of complainants who filed only one complaint	300	32 %
Number of aircraft movements	236,908	-1.4%

Highlights

- In 2019, there were 48,273 complaints filed by 934 complainants;
- Nearly 28,000 complaints were filed by 20 people;
- There were 5,645 complaints filed by a single person, including 321 in the space of one day, accounting for more than 11% of the total number of complaints received in 2019;
- 64% of the total number of complaints received were filed via AEROplainte;

Note that ADM Aéroports de Montréal has conducted a complete overhaul of its methodology for the collection and posting of complaints data, which makes comparisons with data from previous years problematic.