

## Commitment on the Management of Soundscape Complaints

### Introduction

Soundscape management is a priority for ADM, which needs to ensure a balance between YUL Montréal-Trudeau Airport's role as a contributor to Greater Montréal's development and the maintenance of harmonious cohabitation with neighbouring communities. Sustained efforts are being made to provide this balance.

Soundscape management around airports is governed in Canada by the [Aeronautics Act](#) and the [Canadian Aviation Regulations](#). Noise operating restrictions and noise abatement procedures specific to YUL (as defined in Annex 1) and approved by the federal government, are published in the Canada Air Pilot (CAP) and the Canada Flight Supplement.

Soundscape management is a shared responsibility between ADM, NAV CANADA and Transport Canada:

- ADM is responsible for developing a soundscape management action plan, forming an advisory committee on soundscape management and addressing noise complaints.
- [NAV CANADA](#) is the air navigation services provider (air traffic control).
- [Transport Canada](#) is the regulatory body responsible for enforcing the Aeronautics Act and its regulations, air traffic noise control and abatement regulations. It is the authority empowered to sanction pilots and carriers who violate them.
- Transport Canada issues certifications for aircraft operating in Canada. All aircraft must meet [ICAO's](#) (International Civil Aviation Organization) international standards and these standards are incorporated in the [Canadian Aviation Regulations](#). Transport Canada's certification process ensures compliance with these standards.
- Airlines are responsible for their flights' operations, aircraft fleet acquisition and conforming to the operating hours.

### Commitment

The Commitment on the management of complaints related to soundscape describes the operating procedures in place, how these complaints are handled, analyzed and the follow ups that may ensue. The commitment covers the following subjects:

- ADM's role in the management of complaints about noise events;
- How to submit a complaint;
- Analysis and follow-up of complaints;
- Response to complaints;
- Non-registered complaints;
- Procedures in place.

**ADM's Role:**

- To inform citizens of existing procedures.
- To register complaints.
- To perform verifications in the soundscape management system. ADM uses ANOMS, which contains NAV CANADA's radar data and makes it possible to locate addresses and link complaints to air movements.
- To respond to complainants.
- To respond to citizens' requests for information on noise generated by aviation activities.
- To inform citizens about any activity that may change the soundscape at YUL Montréal-Trudeau, either by newsletter, publications in local newspapers or by mail distribution.
- To conduct analysis of the causes of disturbance and evaluate the possibility of making changes.
- To produce and publish indicators on complaints.
- To research aircraft movements related to a specific address (for example, for the purchase of a property).

**Issues that we can address:**

- Flight information - altitude, type of aircraft, type of flight, runway and flight path.
- Information on noise abatement procedures.
- Night flights - indicate whether an exemption was granted or, if not, whether the flight was operated in violation.
- Information on the soundscape action plan measures.
- Information on airside work that may affect the soundscape.

Information requests can be sent via email at [info@admtl.com](mailto:info@admtl.com).

**How to submit a complaint:**

Complaints can be submitted via:

- [WebTrak](#)
- [Web form](#) (available on the ADM website)
- [Cellular](#) complaint form
- Telephone (514-633-3351)
- The complaint must contain:
  - Full name
  - Full address
  - The date and time of the event
- This information is necessary for analysis. **A complaint filed without this information cannot be analyzed and will not be registered.**
- Information provided when submitting a complaint is treated confidentially.

**Repeat complainant:**

If ADM has responded repeatedly to a complainant's questions and has provided repeatedly all available information on the applicable procedures, we will then inform the complainant that we will continue to register the complaints but that we will no longer provide explanations for the issues already answered.

**Complaints not processed or registered:**

- Incomplete complaints (name, address, date and time of noise event) that cannot be analyzed.
- Complaints that contain threats or vulgar language.
- Complaints submitted in an excessive manner (number of complaints that significantly exceeds the number of aircraft movements in the complainant's area) or by an automated program.

**Processing of complaints:**

## Step 1\*:

- Complaint data is registered in the ANOMS system that contains NAV CANADA's radar data.
- The complaint is linked to an aircraft operation.
- An acknowledgment of receipt is sent to the complainant within 48 working hours.

\* This step is not necessary for complaints submitted via WebTrak or ADM's webform (via web site or cellular phone), as they are automatically registered in ANOMS and linked to an operation. The user receives an acknowledgement of receipt directly after submitting the complaint.

## Step 2:

- An analysis is performed in the ANOMS system.
- Information will be sent to the complainant if the verifications show that the flight has violated noise abatement procedures or performed unusual operations.
- When an irregularity is observed, ADM submits a file to Transport Canada for investigation. Transport Canada has the authority to impose penalties on pilots and carriers who violate the rules. The list of offenders, a summary of the offense and the penalty imposed are posted on [Transport Canada's website](#).
- ADM handles complaints regarding airport activities of the YUL Montréal-Trudeau and Mirabel airports. If the analysis shows that the complaint relates to a flight that did not operate from one of these two airports, or that there was no airport activity that could have generated the reported noise, ADM will inform the complainant. The complaint will be registered but will not be counted in the ADM indicators.

**Note:**

- DASH-I is responsible for managing the Saint-Hubert airport. Complaints about flights that operated from this airport should be submitted to DASH-I at <https://dashl.ca/en/complain-form-v2/>.
- Complaints for flights from other airports can be forwarded to Transport Canada. Citizens can submit a complaint to Transport Canada by contacting the Enforcement office by e-mail at [TC.QUEEnquete-InvestigationQUE.TC@tc.gc.caby](mailto:TC.QUEEnquete-InvestigationQUE.TC@tc.gc.caby).

**Complaint Indicators:**

- Registered complaints are accounted for and analyzed using indicators.
- They must be submitted before the 5<sup>th</sup> day of the following month in order to be accounted for in these indicators.
- These indicators are available on the ADM website.  
<https://www.admtl.com/en/adm/communities/soundscape/indicators>.
- Indicator analysis is an integral part of the Soundscape Management Advisory Committee meetings.

## **Commitment – Management of soundscape complaints**

### **Annex 1**

#### **Noise abatement measures in place at Montréal-Trudeau**

- When landing, jet pilots follow a standard procedure which requires aligning the aircraft with the runway at a minimum altitude of 3,000 feet (approximately 15 km from the runway's threshold) and make the final approach with an angle of descent of 3 degrees.
- After take-off, jets must climb in a straight line until they reach an altitude of 3,000 feet before turning towards their destination. Jets do not reach 3,000 feet at the same point because the type of aircraft, load and weather conditions can affect the rate of climb. Turboprop and piston (propeller) aircraft initiate a turn as soon as possible following take off.
- There is no curfew at YUL Montréal-Trudeau.
- Aircraft that weigh less than 45,000 kg (propeller aircraft, CRJ, general aviation) are authorized to operate at all times.
- Aircraft weighing more than 45,000 kg (Boeing, Airbus) have restricted operating hours:
  - departures authorized between 7 a.m. and midnight
  - arrivals authorized between 7 a.m. and 1 a.m.
- The Canadian Air Pilot provides that ADM Aéroports de Montréal can grant exemptions for some flights.

Exemptions are granted for flights that meet strict criteria such as:

- Medical emergencies
- Delays outside the airline's control
- Adverse weather conditions
- Some regular flights:
  - Exemptions for morning departures between 6 and 7 a.m. (3 regular flights to Toronto and Miami to ensure access to connecting flights to other destinations)
  - In the winter season, exemptions are granted to flights that operate double rotations to Sun destinations.

## Commitment – Management of soundscape complaints

### Annex 1

#### Minimum Altitudes and Distances

Extract from the [Canadian Aviation Regulations](#) (Transport Canada website)

#### Minimum Altitudes and Distances

##### 602.14 (1) [Repealed, SOR/2002-447, s. 2]

(2) Except where conducting a take-off, approach or landing or where permitted under section 602.15, no person shall operate an aircraft

- (a) over a built-up area or over an open-air assembly of persons unless the aircraft is operated at an altitude from which, in the event of an emergency necessitating an immediate landing, it would be possible to land the aircraft without creating a hazard to persons or property on the surface, and, in any case, at an altitude that is not lower than
  - (i) for aeroplanes, 1,000 feet above the highest obstacle located within a horizontal distance of 2,000 feet from the aeroplane,
  - (ii) for balloons, 500 feet above the highest obstacle located within a horizontal distance of 500 feet from the balloon, or
  - (iii) for an aircraft other than an aeroplane or a balloon, 1,000 feet above the highest obstacle located within a horizontal distance of 500 feet from the aircraft;