

Table – Actions and Timelines

Categories	Actions	Timelines
1. Complaints Management	Establish a Commitment for complaints management	Completed The Commitment – Management of Soundscape Complaints is available on ADM’s website
	Implement a new methodology for analysing complaints	Completed / in progress <ul style="list-style-type: none"> WebTrak is online since November 2019. As of October 2021, it is possible to send a complaint in one click using the button function with a cellphone ADM continues working to improve complaints management
2. Nighttime Operations	Prioritize and implement improvement measures to reduce delays	Prioritized action 2022
	Comparative analysis of operating hours of other airports	Completed
	Analysis of the impacts of various night flight management systems based on aircraft noise level instead of weight and proposition of a new system based on results	Prioritized action 2022
3. Quieter Fleet	Support for the development of a Fly Quiet program: Benchmark of evaluation criteria at other airports and proposal of criteria and a grading system for YUL	Prioritized action 2022
4. Noise Abatement Procedures	Identify the best soundscape management practices at 30 international airports	Completed
	Form a technical working group bringing together NAV Canada and the airlines for the implementation of best practices in soundscape management	Action not prioritized – will be resumed from 2023
	Implement a local code of practices for pilots	Action not prioritized – will be resumed from 2023
	Evaluate, optimize and monitor the use of existing procedures	Ongoing
	Develop and implement new noise abatement procedures	Action not prioritized – will be resumed from 2023
5. Preferred Runways (see note below)	Assess the possibility of establishing a runway alternation system	Action not prioritized – will be resumed from 2023
	Ensure better distribution of air traffic on parallel runways	Action not prioritized – will be resumed from 2023
6. Noise Measurements and Reports	Publish reports and indicators on the soundscape	Completed Interactive indicators on complaints and air movements are published on ADM’s website as well as an annual report on soundscape.
	Noise measurement system	Action not prioritized – will be resumed from 2023

7. Land Use	Support the City of Montreal's implementation of a noise observatory	In progress
	Track real estate developments around the airport, assess the impact and make recommendations in collaboration with the cities and boroughs	In progress
	Raise awareness among real estate developers and buyers in collaboration with the cities and boroughs	Action not prioritized – will be resumed from 2023
8. Community	Consult cities and boroughs in the runways' paths on the action plan	Completed
	Disseminate the work of the Soundscape Advisory Committee and put in place a means for the public to send their questions and comments	Prioritized action Members of the Soundscape Advisory Committee have agreed to continue to disseminate the work of the committee in the current way.
	Assess the representation on the Soundscape Advisory Committee	Action not prioritized – will be resumed from 2023
	Implement a good neighbor committee with citizens	Action not prioritized – will be resumed from 2023

Note :

Work for the rehabilitation of the north runway is underway. Rehabilitation of both ends of the runway has been completed. The work for the central section of the runway is scheduled in 2022 and 2023. For safety reasons, even though the north runway remains operational outside work periods, the south runway will be the preferential runway until the rehabilitation project of the north runway is completed.