



SOUNDSCAPE

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SOUNDSCAPE MANAGEMENT - ADM IS MODERNIZING ITS APPROACH

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.

ADM invites you to participate to the [consultation](#) that is available on line until March 31, 2020. If you have any questions on the consultation, you can contact us by e-mail at consultation.publique@admtl.com.

Modernized complaints management system

[Complaints indicators](#) for the Year 2019 and for January 2020 are now 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.

Other improvements were put in place to better inform members of the public and enable them to express their concerns more easily, including the [WebTrak](#) flight data display system. Available on the Web or a smartphone, this tool provides near real-time access to noise data as well as air operations at YUL.

Following are the highlights of the 2019 complaints related to an aircraft the operated from YUL:

- In 2019, there were 48,273 complaints filed by 934 complainants.
- Of this number, nearly 28,000 complaints were filed by 20 people.
- 5,645 complaints were filed by 1 person, accounting for 11.7% of the total number of complaints received in 2019, including 321 complaints in the space of one day.
- 64% of the total number of complaints were filed via AEROplainte.
- The number of aircraft movements decreased by 1.4% compared to 2018.

ADM published today a [news release](#) regarding the above information.

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