



## Summer at the Airport

A guide for media

Each summer, the Media Team at Toronto Pearson answers hundreds of calls about operations at the airport, and about how it's being affected by summer weather or passenger volume.

We want to make sure you have the information that you need to keep your audiences in Toronto and the region informed about travel during the busy summer season. Here is some helpful information to guide you in preparing stories and reports.

### Cancellations

To find out how many flights have been cancelled at any given time, visit [torontopearson.com](http://torontopearson.com) and follow the menus to "Flight Search". The total number of cancelled flights is available on the upper right corner of the screen. Toggle between Arrivals and Departures to get the total number.

## Flight Schedules

AIRLINE	FLIGHT #	FROM	SCHEDULED	ESTIMATED	STATUS	TERM
AMERICAN	AA5363	CHARLOTTE	Nov 16, 00:05	Nov 15, 23:45	Arrived	3
AMERICAN	AA8131	ORLANDO	Nov 16, 00:17	Nov 15, 23:50	Arrived	3

*Remember, airlines make the decision which flights are cancelled. Flights can be cancelled for many reasons including weather, crew issues, mechanical problems and equipment changes. To find out why a flight is cancelled, contact the airline directly.*

### Delays

Every flight scheduled to take off or land at Toronto Pearson can be found on the "[Flight Search](#)" page, with the associated scheduled and estimated arrival/departure times.



*See several flights going to the same destination at the same time on different airlines? That's a codeshare flight – when several airlines sell seats on the same aircraft. While a delayed codeshare flight may look like several delays, only one aircraft is affected.*

### **Diversions**

Sometimes, severe weather at Toronto Pearson can cause flights to be diverted to other airports while the crew here work to ensure conditions are safe for landing. Diverted flights often appear as delayed or the arrival time may change repeatedly as the airlines work through new routing for their passengers. Airlines will always have the most up to date information on plans for their diverted flights.

[Click here for a list of airlines operating at Toronto Pearson.](#)

### **Arriving at the airport**

We always recommend telling travellers to allow extra time or to take transit when coming to the airport, as our passenger volumes increase during the summer. Additionally, a handful of Toronto Pearson's Terminal 3 airline partners are taking part in a new pilot program involving use of the Infield Terminal (IFT), which requires additional time to reach by shuttle bus. To learn more, check out this page with information about the IFT.

### **Operational status**

As Canada's largest airport, Toronto Pearson is no stranger to the effects of summer weather. The two most common weather impacts in the summer are extreme heat and lightning strikes. Extreme heat on the apron can be dangerous for outdoor workers, limiting the speed of work. Lightning strikes result in a temporary pause of work on the apron while ground crews take shelter from potential strikes. If the weather is having an impact, you can find the official operating status of the airport on the Travel Updates section of our website.

Please note, the Toronto Pearson media team will not be available for interviews or comment about weather outside of regular business hours, [if the operating status is NORMAL](#).

### **Advice for passengers**

- Arrive early and allow extra time
- If you are flying internationally through Terminal 3, download the eDeclaration app to help you complete your customs declaration at a Primary Inspection Kiosk up to 50% faster.



- Check flight status with your airline or at [torontopearson.com](http://torontopearson.com)

### **More information**

We'll share information about changes affecting airport operations on [Twitter](#).

A helpful list of the agencies and other groups operating at Toronto Pearson [can be found here](#).

Interested in filming in the terminals? [Here's our policy](#).

### **Reaching us**

Media questions about Toronto Pearson, operational information or interview requests (Monday to Friday, 8:30am-4:30pm, excluding holidays):

[media.relations@gtaa.com](mailto:media.relations@gtaa.com) OR 416 776 3709

Queries about urgent ongoing operational issues only (evenings, weekends and holidays):

905 405 1352

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### **About the Greater Toronto Airports Authority**

The Greater Toronto Airports Authority (GTAA) is the operator of Toronto Pearson International Airport. The GTAA's vision is to make Toronto Pearson the best airport in the world. Towards this objective, the GTAA focuses on ensuring the safety and security of passengers and airport employees, enhancing the passenger experience and supporting the success of its airline partners. Toronto Pearson served more than 47 million passengers in 2017, making it Canada's largest airport and the second-busiest North American international airport.

The area around Toronto Pearson is the second-largest employment zone in Canada. The airport facilitates 6.3% per cent of Ontario's GDP, directly employs 49,000 people and facilitates more than 300,000 jobs throughout the province of Ontario. Toronto Pearson believes that being a good neighbour means growing together with the communities it serves. To this end, the airport invests in social good and community-building initiatives through its community investment program, The Propeller Project.

For more information, please visit Toronto Pearson on [Twitter](#), [Facebook](#) or [Instagram](#).

**Contact: GTAA Media Office | [media.relations@gtaa.com](mailto:media.relations@gtaa.com) | (416) 776-3709**

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