



## Toronto Tension Convention: Every Thursday in 2012

The Toronto FIR is looking to continue building our service levels in the New Year. To achieve this, we are proud to announce the Toronto Tension Convention will be held **EVERY WEEK ON THURSDAY** from 7pm - 10pm (Eastern Time). (That's 0000z-0300z every Thursday night.)

So if you find yourself online on a Thursday evening, plan a visit to Toronto. We'll have a number of controllers on every Thursday. Not only will we be providing VATSIM pilots with regular service, but these regular sessions will allow us to plan controller training and practical exams on nights where there will be other controllers and plenty of visiting pilots.

We look forward to providing weekly service to all of our loyal visitors, and hope more of you will discover the professional ATC available at Toronto in 2012.



## U P C O M I N G E V E N T S

**1** Toronto Tension Convention  
Thursday December 8 2011  
2300z - 0300z  
CYYZ

**2** Toronto-Boston Crossfire  
Date/Time TBA  
CYYZ - KBOS

**3** Flight to Fight Cancer  
Saturday January 14th 2012  
1600z - 0400z  
CYYZ

**4** Toronto Tension Convention  
Every Thursday Night  
Starting January 2 2012  
2359z-0300z

### What's Planned For 2012?

We have many exciting features planned for both pilots and controllers that we hope everyone will look forward to. With these, we hope to increase controller and pilot participation within the FIR, and get everybody motivated.

What can controllers expect? First, a new staff structure that should decrease the workload for each member, allowing our members more growth and more chances to give back. A major restructuring of our training staff will also occur, and should bring a lot of new, dedicated members to our team. Second, we will be shifting all day-to-day operations of the FIR to be based around our website. All student communications will be through the website, and the training team will be held responsible for a quick, helpful response to every ticket. Ticket? That's right. We'll be introducing a support system where controllers can request help from the team in general, a specific member, or even a member of our staff. These requests will range from help on controlling to a training request. All requests will be monitored by senior staff to ensure no student is left behind. This will especially facilitate training, which will have a rigorous but easy-to-follow process. The goal will be to speed up training while maintaining consistency and professionalism throughout. Consistency will be achieved through checklists and a detailed syllabus, which must be followed before promotions are recommended. Finally, to motivate controllers, we are going to have a profile and award system. The profiles will detail all controlling sessions and training sessions, allowing easy tracking of student progress. Any awards given will also be visible a controller's profile. Details on awards will be announced in the New Year.

Pilots can now expect a system geared towards thanking them for flying into the FIR. We will automatically establish profiles for every pilot who flies in or out of the FIR. Pilots will be ranked based on how much they fly in or out of the FIR and will receive awards, just like controllers. We will also introduce a system with which airlines can fight to see who flies into Toronto the most. Pilots will be able to represent their airlines with pride and see who is working hard for their airline within our FIR.

This is only a short summary of many of the coming changes. Please stay tuned, keep flying, and keep controlling! We hope you are all as excited as we are about the new year. Please be patient. We know a month is a long time to wait, but it will be worth it.

Jody Turner, CYYZ Facility Engineer

## Review of CYYZ Deicing Procedures

Winter is here once again, and this means more complications for pilots trying to depart in less than ideal conditions. This month we'll review de-icing and how it is handled at Toronto/Pearson.

### Why Deicing?

CAR 602.11 (2) states "No person shall conduct or attempt to conduct a take-off in an aircraft that has frost, ice or snow adhering to any of its critical surfaces." Critical surfaces include wings, tail surfaces, propellers, rotor blades, and engine intakes. Contamination on these surfaces can reduce lift and thrust and add excess weight until an aircraft is no longer able to fly safely. Transport Canada has adopted the stance that **NO** amount of contamination is allowable.

Since snow and ice are unavoidable in Canada in winter, they must be removed before takeoff. For transport aircraft, this is most commonly accomplished by spraying the aircraft with a heated glycol fluid which melts contamination and prevents it from refreezing. This may be done in one or two steps. De-icing fluid (step 1) is very watery and just melts contamination and washes it off the wing. Anti-icing fluid (step 2) is like jelly and sticks to the wing until near rotation speed, preventing contamination from accumulating during taxi.

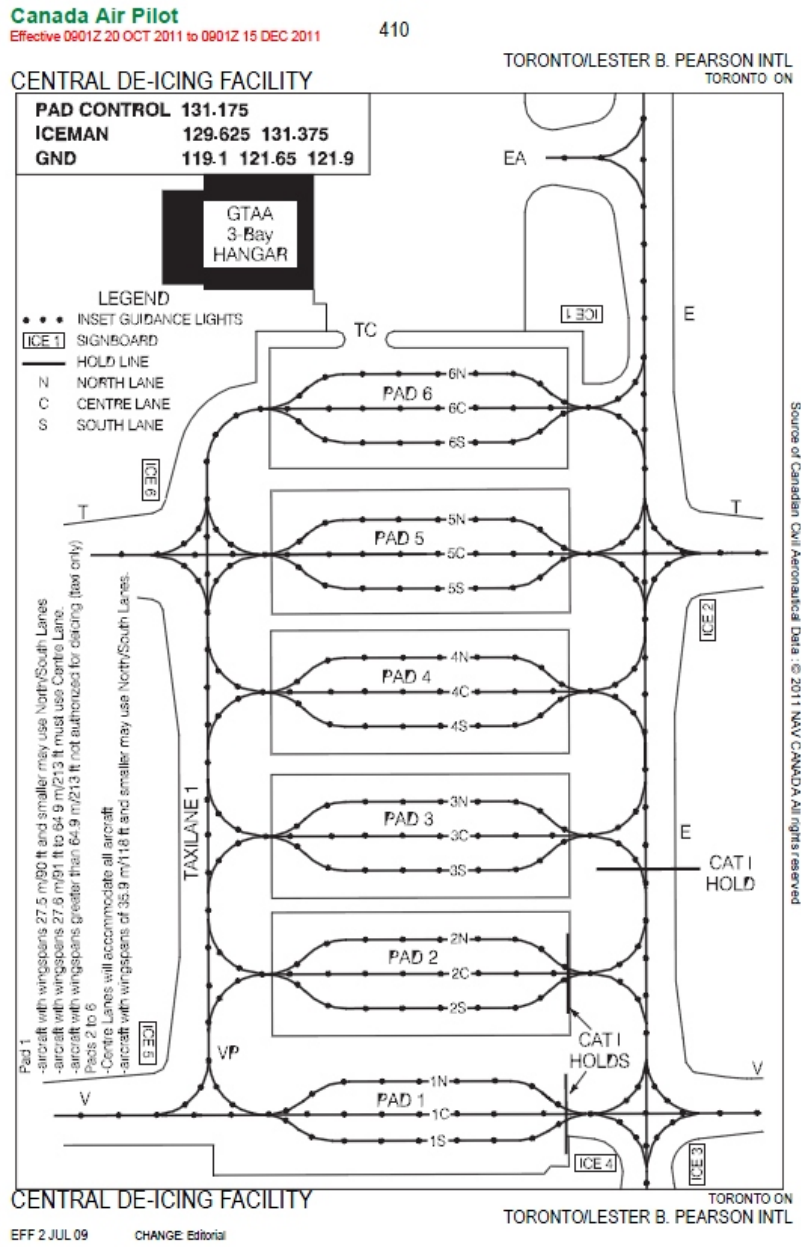
### Where and How?

At Toronto-Pearson, a Central De-icing Facility (CDF) was opened in 1999, located west of the threshold of 33R (shown on the chart to the right, available at [czyz.ca](http://czyz.ca)). The CDF has 6 pads which can each accommodate 1 wide-body or 2 narrow-body aircraft at a time. (It should be noted that most versions of Flight Sim do not have very accurate representations of the CDF - your imagination may be required.)

If you require de-icing, advise the ground controller when you request taxi. You'll receive instructions to taxi to the CDF. The CDF is uncontrolled however, so you can proceed onto the de-icing pad of your choice. De-icing requires varying amounts of time depending on aircraft size (anywhere from 10-40 minutes). The pilot will decide how long to simulate de-icing for. Once your de-icing is complete, call the ground controller again and request taxi for departure.

### Conclusion

Deicing adds complexity to an already complicated operation at Toronto-Pearson. By knowing where you're going ahead of time and communicating properly with ATC, you can ensure a safe and efficient departure for yourself and others.



### Correction/Clarification

In the October Insider, we discussed transponders and special codes. However, a few VATSIM policies should be clarified. Code 7600 (Comm Failure) should not be used without prior authorization from ATC.

Code 7500 (Hijack) should NEVER be used on VATSIM. You will be automatically disconnected from the network. Do not test this, as using 7500 is a violation of the VATSIM Code of Conduct and can result in disciplinary action, including suspension of your VATSIM ID.