Comfortable, Safe, Respectful Journeys

CAC
CANADIAN AIRPORTS COUNCIL
CONSEIL DES AÉROPORTS DU CANADA

Canada's Airports: Working for Travellers

Every day, 380,000 people arrive at or depart from Canadian airports – about 147 million people in 2017 – four times the population of Canada.

These travellers come from every corner of the world. They can be young or old, travel once a week or once a decade. They may be able to breeze through the airport or need some extra help.
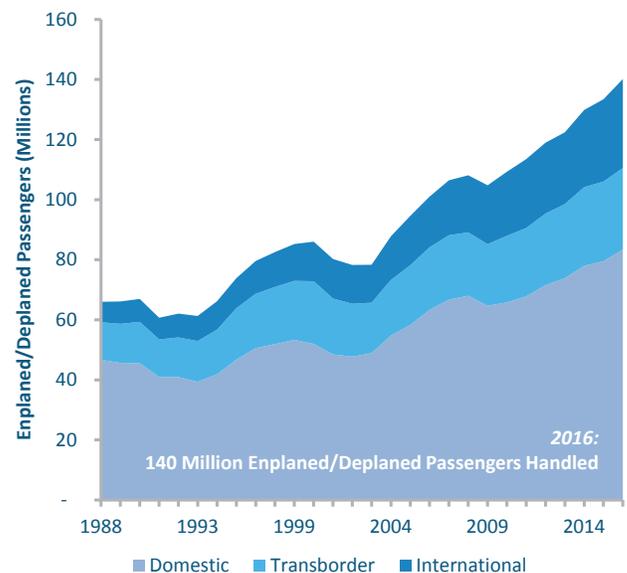
But no matter who they are, or where they come from, they all have one thing in common: they all want – and deserve - to have a comfortable, safe and respectful journey.

Canada's airports are dedicated to creating the best travel experience possible for all of their passengers. Since the transfer from the federal government in the early 1990s into the "National Airports System," 22 of Canada's busiest airports have been operated by no level of government, but rather, by nonshare capital corporations that reinvest financial surpluses back into the airports. They have invested more than $25 billion in self-generated capital to improve their facilities and processes and added new and beneficial traveller-facing products and services.

Many other regional airports are operated by municipal, provincial, territorial governments or by local not for profit groups.

With the use of thoughtful terminal design, investments in customer service and new technologies, airports are doing their part to create a positive experience for all travellers from the moment they arrive to the moment they leave the airport. This has included larger, more comfortable terminal halls but also facilities, signage and services to support the needs of an increasingly diverse range of travellers, including an ageing population, travellers with disabilities and those with minority language needs.

However, airports only control a portion of the travel environment. The federal government has jurisdiction over screening, facilitation and other key areas. Federal support and enhanced cooperation in several areas can make a tangible improvement to the safety and comfort of all travellers.

2016:
140 Million Enplaned/Deplaned Passengers Handled

■ Domestic ■ Transborder ■ International

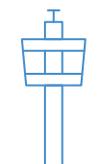*Source: Air Carrier Traffic at Canadian Airports. Statistics Canada*

Here is a spotlight on two ways airports are working for travellers to provide comfortable, safe, respectful journeys – and how the federal government can help.
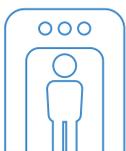
Government Services
for Security Screening
and the Border

Regional Airport
Safety Infrastructure

# Government Services for Security Screening and the Border

The federal government controls passenger facilitation, staffing and budgets at screening and at international arrivals, through the Canadian Air Transport Security Authority (CATSA) and the Canada Border Services Agency (CBSA).

Airports are responsible for providing the facility space needed for new equipment to increase efficiency, safety and security. They make major capital investments to support passenger growth to ensure travellers' comfort.

$9.1B in 5

of airport funded infrastructure investments over the last five years for space and process improvements to move more people faster through airport screening.

Airports have invested in passenger self-serve kiosks to improve security and smooth processing through Canada's air borders using new technologies.

Canada's airports are making significant infrastructure investments to accommodate new screening equipment called "CATSA Plus," but government's investment in its own screening technology has stalled. The system is clogged, as government funding for service and innovation fail to meet current demand, degrading the impact of the airports' investments with millions of passengers waiting.
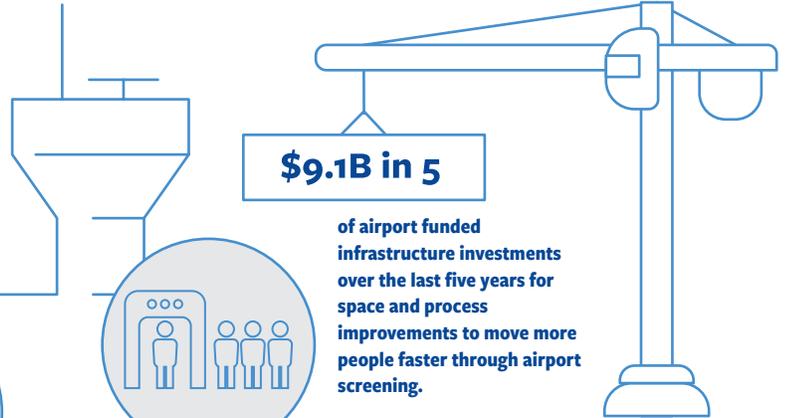
DID YOU KNOW?
CATSA is only funded to screen to a national average of 85% of passengers in 15 minutes. This is far below the internationally competitive standards airports and major air carriers are recommending

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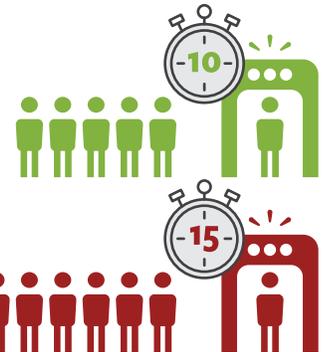
DID YOU KNOW?
The Air Traveller Security Charge (ATSC) charged to every passenger does not automatically go to CATSA? In fact, the government crown corporation must apply to Parliament for funding each year. Most years, funding for CATSA has been much lower than the total amount collected from air travellers.

ATSC FARE

RECOMMENDATIONS

For the comfort of all passengers, the federal government must work with airports cooperatively and iteratively to provide the sustained funding and traveller-focused approach required for comfortable, safe and respectful journeys.

The Government of Canada can improve the experience of all travellers by:

- Reforming the delivery and funding of all security screening functions through service level standards at Pre Board Screening and funding that matches screening resources to growing demand;

- Continuing capital investments to improve the security, efficiency and experience at security screening, such as deployment of CATSA Plus.

- Funding CBSA to support growing air service demands as well as continued innovation through technology.

Regional Airport Safety Infrastructure

Safety is the number one priority and the construction and maintenance of infrastructure like runways, taxiways, and aprons are complex and demanding. Like their larger counterparts, Canada's regional airports have operational and financial responsibility to ensure that travellers enjoy a comfortable, safe and respectful journey. However, unlike larger airports, many smaller airports lack sufficient user-generated revenues to pay for infrastructure without increasing fees to travellers and other airport users.

The 1995 federal National Airports Policy acknowledged that smaller airports have challenges raising funds to sustain operations and investments to maintain critical infrastructure and meet continually evolving safety and security regulations.

In response, the government of Canada created the Airport Capital Assistance Program (ACAP) to help non-NAS airports with fewer than 525,000 passengers to keep pace with their infrastructure and equipment needs. However, while the regulatory requirements have increased over the years, ACAP funding has not increased in 18 years.

NAS airports (which are ineligible for ACAP) can apply for funds under the National Trade Corridors Fund (NTCF), including a stream for regional airport safety, but funding is limited and it is unclear if it will be sustained on an ongoing basis.

Meanwhile, the continuous maintenance of safety-related infrastructure and new regulatory requirements (such as the estimated $400 million required to comply with requirements for Runway End Safety Areas) is challenging for even larger regional airports to finance without increasing charges to users.

IMPROVING SAFETY, AIRPORTS AND GOVERNMENT WORKING TOGETHER

With about $38 million in infrastructure funding each year, airports receiving Airport Capital Assistance Program (ACAP) funding invest directly into critical safety related infrastructure and equipment. Since 2017, these have included runway upgrades, airfield lighting and electrical systems, and for snow removal equipment.

DID YOU KNOW?
According to Statistics Canada, the inflation rate from 2000 to 2018 was 37.85%, but annual ACAP funding has not increased over this time.

Tip of the Iceberg

Terminals
Shops
Parking

90 percent of what makes an airport function is almost *invisible* to passengers.

Safety
Security
Infrastructure
Environment
Financial Management

DID YOU KNOW?
Since 1995, the federal government invested over $900 million through ACAP to small Canadian airports for safety projects. Over the same period, Canada's NAS airports invested more than $25 billion into their facilities while paying $5.6 billion in rent to the federal government.

RECOMMENDATIONS

Every traveller deserves a safe and comfortable journey, whether travelling from a major city or a remote community. The Government of Canada can improve the safety and comfort of travellers using regional airports by:

- Increasing annual funding and improve ACAP to make accessing the program simpler, more transparent, more predictable, and more useful for airports.

- Increasing funding to the National Trade Corridors Fund and other programs to reduce bottlenecks and address regional airport safety infrastructure challenges.

Who are Canada's Airports?
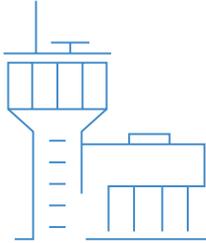
26
26 National Airports System airports include the busiest airports in the country and the airports in the national, provincial and territorial capitals. Each of these operate independently, with the exception of the two NAS airports in Montréal (Montréal Trudeau and Montréal Mirabel), which are both operated by Aéroports de Montréal.

22
22 of the NAS airports are operated by private nonshare capital corporations that reinvest all financial surpluses back into the airport.

8
8 NAS airport authorities have more than 3 million passengers. Known as the "Class 1" airports, these are Toronto Pearson, Vancouver, Aéroports de Montréal (Montréal Trudeau and Montréal Mirabel), Calgary, Edmonton, Ottawa, Winnipeg Richardson and Halifax Stanfield.

33
DID YOU KNOW?
There are hundreds of additional regional airports throughout the country. Some of these, such as the 33 local, territorial and not-for-profit airport operator members of the CAC, provide commercial air services, while many others are used primarily by general aviation.

Direct Impact of 1,000 Take-Offs and Landings

30 jobs

$2M wages

$3M GDP

$8M economic output

$1M taxes
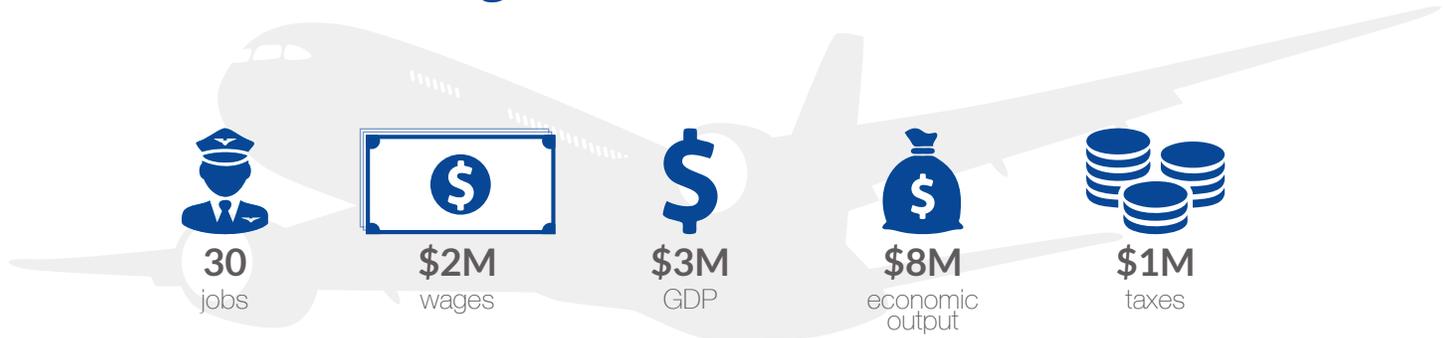
Canada's Airports by the Numbers

140 MILLION PASSENGERS

2.2 MILLION FLIGHT FREQUENCIES

6.2 MILLION AIRCRAFT MOVEMENTS