Toronto Pearson Update

June 2022

Arrival and Departure Delays

- Canadian airline passengers are enduring massive delays at major airports as outdated COVID measures and staffing shortages lead to slow processing for international arrivals and passenger security screening.

- As summer approaches, Canadian travellers face operational gridlock as facilities and processing capability continues to be overwhelmed, impacting vacation plans and work travel.

- To address this urgent situation, Canada needs to adapt to global best practices. While staffing issues are a major component, there are numerous other direct steps the government can take to significantly improve the situation; including removing testing from airports, implement a true trusted traveller program, and increase screening efficacy to reduce reject bags.

Operational Impact

Pre-board security screening

- CATSA - long wait times at peak travel times - 45-60 min
- Working Group – collaboratively working to find solutions; additional staffing for CATSA in past three weeks is having a positive impact

Border processing

- Lengthy delays for international arriving passengers
- Every week about 100,000 passengers representing 50 per cent are being affected by holds and metering
- Legacy public health requirements means over 35,000 people per day being vetted to pick 1900 for testing requirements
- Processing times are on average 2-4 times longer, which leads to aircraft holds and slowing flow to customs hall

Passenger Traffic

- Currently processing 35,000 international inbound passengers per day, as we move into summer months that number is likely to become 45,000
- Continue to operate at 50% traffic levels and at certain times during peaks, processing more than 2019 levels

Actions Underway

Immediate:
- GTAA actively engaged/leading HQ-level and Border Processing Working Groups
- Expedited approvals of RAICs;
- Process and tech improvements for continuous flow for international arrivals
- Supporting ArriveCan compliance
- Communicating availability of Advanced Declaration

CATSA:
- 200 of new 300 screening officers onboard. Expect ~ 100 additional officers over the month - bringing CATSA staff to Feb. 2020 levels by end of June 2022
- Additional screening lanes available – passengers balanced between checkpoints to ensure flow; preparation tables (liquids/gels, computers etc) being deployed, more signage to assist divesting process

CBSA:
- 175 new summer Border Services Officers + recall of full-time officers. Additional officer podiums, Primary Inspection Kiosks (PIK) and 12 new e-gates (T1) being added to increase capacity
- "Advanced Declaration" on ArriveCan mobile app expected June 28 – time savings of ~50% both on PIK and e-gate
- Changes to terminals/capacity to process international arriving students & hold passengers in terminal rather than on planes
- Ongoing efforts at National and local level to improve ~ 1300 non-compliant ArriveCan – affects processing time
- Ongoing efforts with CBSA to ensure officers reduce questioning and rely on the questions already answered on PIK/e-gate/Nexus

USCBP:
- USCBP's committed target throughput time is 45-60 minutes; GTAA continues to advocate for faster – currently achieving better
- Temporary Duty Officers ("TDYs") being added to assist from May to early September.
- Significant increase in overtime budget to support operations, particularly in peaks
- USCBP staffing increasing over summer as permanent officers repositioned to Toronto

CBSA – "Advanced Declaration" Demo
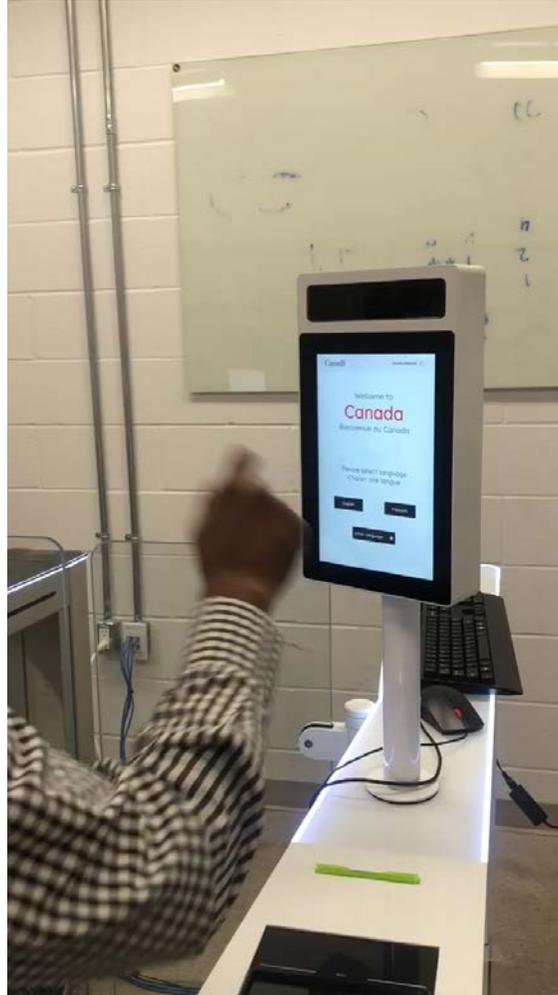
Required Action by Government

Immediately:

- Continue to increase staffing at all government checkpoints; and

- Initiate a process that tactically suspends MRT during low traffic periods during the day, curated and coordinated with airport leadership daily.

By June 30:

- Elimination of the Vaccination Mandate for workers and travellers – simplifying process and allowing for return of experienced and credentialed workforce;

- Return BSO processing time back to pre-pandemic 15-20 seconds per passenger. We suggest the following to aid in the process improvement:

  - Elimination of the CBSA process that vets all international arriving passengers only to identify 1900 for MRT and urgently advance IT solutions that select travellers upstream;
  - Move testing off site and into the community; and
  - Leverage existing opportunities in the Customs Act to leverage e-gate technology - reduce passengers requirement to present a paper receipt to an officer.

- Introduction of a true Trusted Traveller pilot, similar to TSA Pre-Check;

- A commitment to increase in staffing to support globally competitive service level standards, including how to manage staffing in CBSA in the Fall when student resources leave;

  - CATSA: 85 per cent of passengers processed in 15 minutes or less during all hours of the day including peak periods; all connections in 20 minutes or less; and
  - CBSA: 90 per cent of passengers processed in 20 minutes or less during peak periods.

Thank you

May 2022

PEARSON STRONG