

Consultative Committee Update Government Agency Programs

September 11, 2018

Our Vision is to be the Best!



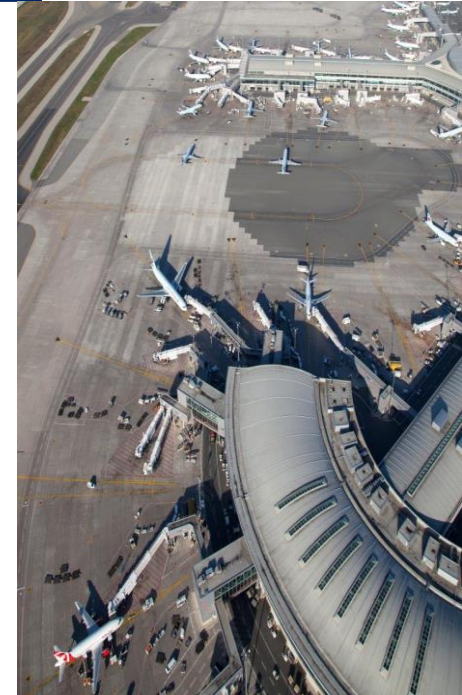
Our vision is to be the best airport in the world enroute to establishing Toronto Pearson Airport as a mega hub.



Toronto Pearson in 2017: Canada's Global Gateway Hub

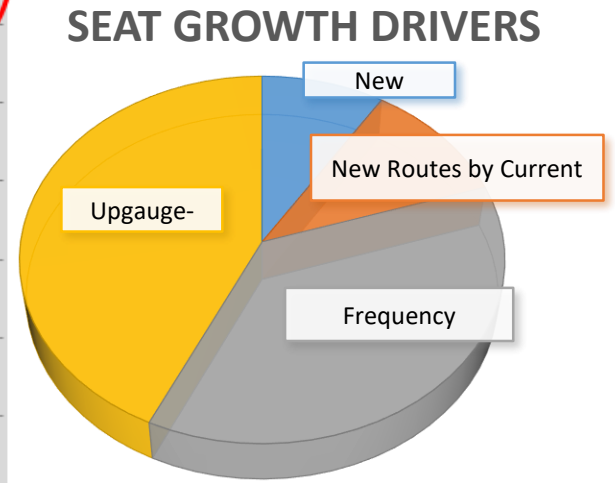
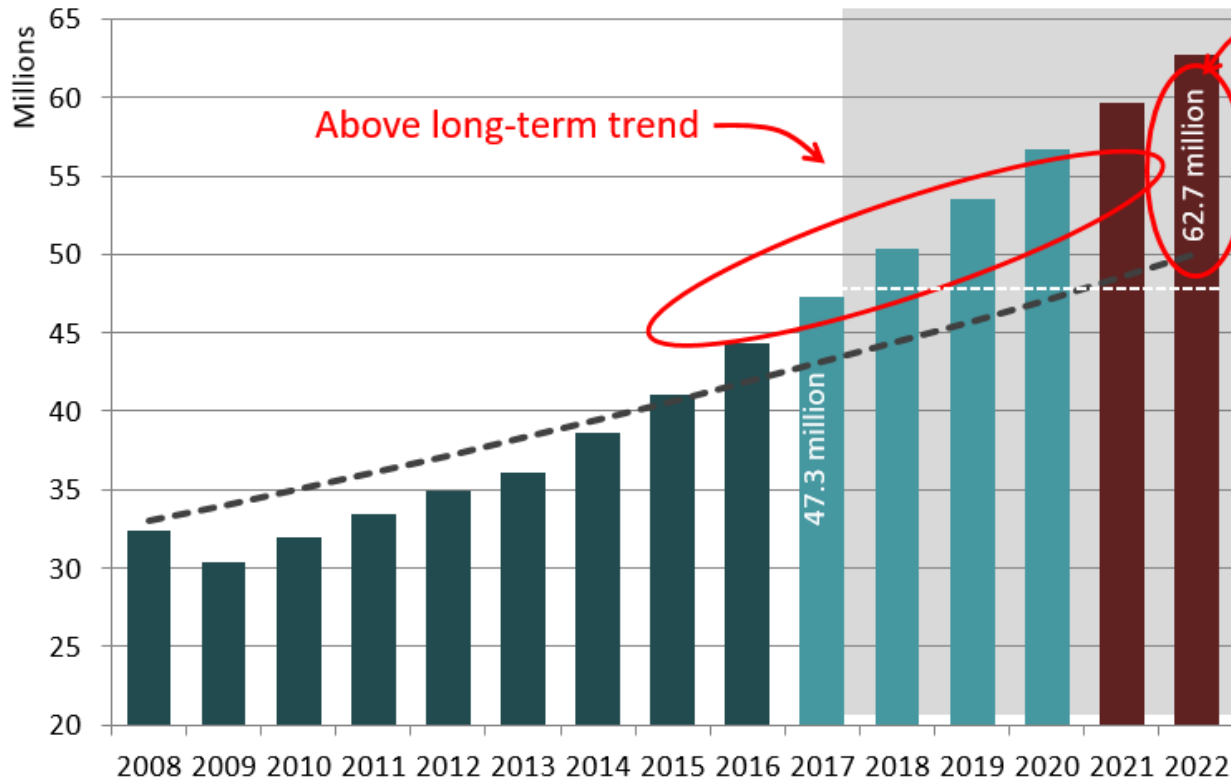


47.1 Million passengers in 2017
130,000 Passengers per day
65 Airlines
180 Destinations



2nd In terms of inbound international traffic to North America – after JFK

In 2018/19 we will cross the threshold of 50 million passengers annually.



Government Agency Programs



Growing at 3 million passengers per year – how do we keep pace and improve the experience? Better processes, more resources, new technology, and a better customer relations experience – I AM Toronto Pearson

Three primary government agencies: CATSA, CBSA, and USCBP

Work with our agency partners by:

- **Establishment of best in class service levels for passengers, through appropriate funding and supporting technology**
- **Provide support for the operational needs of each agency, and integration with GTAA Terminal Operations, Airline Programs, Baggage**
- **Advocate and develop new programs – Ottawa, Washington, other airports and looking around the world**



CATSA a Canadian government Crown corporation responsible for securing specific elements of the air transportation system – from passenger and baggage screening to screening airport workers.

CATSA's responsibilities fall into four major areas:

- **Pre-board screening of passengers and their belongings;**
- **Hold baggage screening through explosives detection systems at airports;**
- **Non-passenger screening of those entering restricted airport areas;**
- **Restricted area identity card (RAIC) implementation and management**

CATSA Key Passenger Programs



**8 Passenger checkpoints at Toronto Pearson,
plus Non-Passenger Screening checkpoints**

Staffed by GARDA, contracted to CATSA

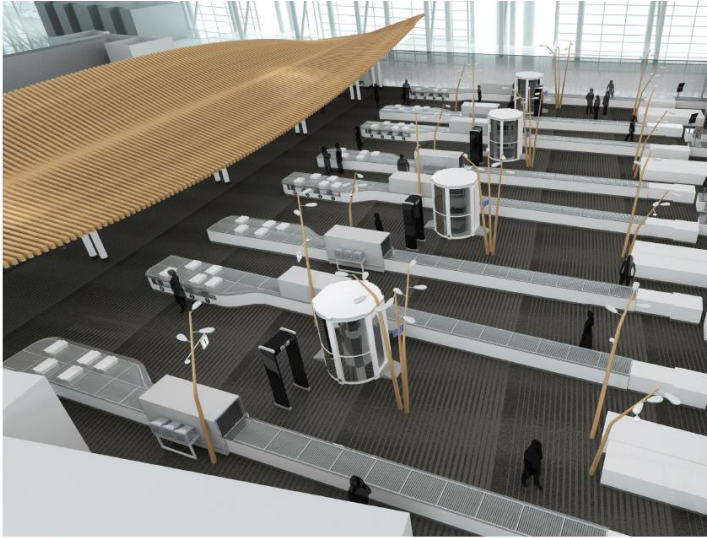
CATSA Standard Screening Lanes

CATSA Plus – high speed lanes

Trusted Traveller Screening

Cost-Recovery

New initiatives for passenger service





CBSA provides integrated border services that support national security and public safety priorities and facilitate the flow of people (Immigration) and goods (Customs), including animals and plants to and from Canada.

- **Across Canada 14,000 employees, over 6,500 uniformed CBSA officers**
- **Operates at 13 international airports (10 are on a 24/7 basis), and 117 land-border crossings (61 operate on a 24/7 basis), marine operations at major ports and at 27 rail sites.**
- **Administers more than 90 acts, regulations and international agreements.**

At Toronto Pearson – two divisions: Passenger Operations and Commercial Operations

Two Primary Inspection Locations (PILs) – T1 and T3, along with Satellite PILs in T1 and T3 – 24/7 operations

CBSA - Key Passenger Programs



Automated Border Clearance Kiosks (ABCs) in T1

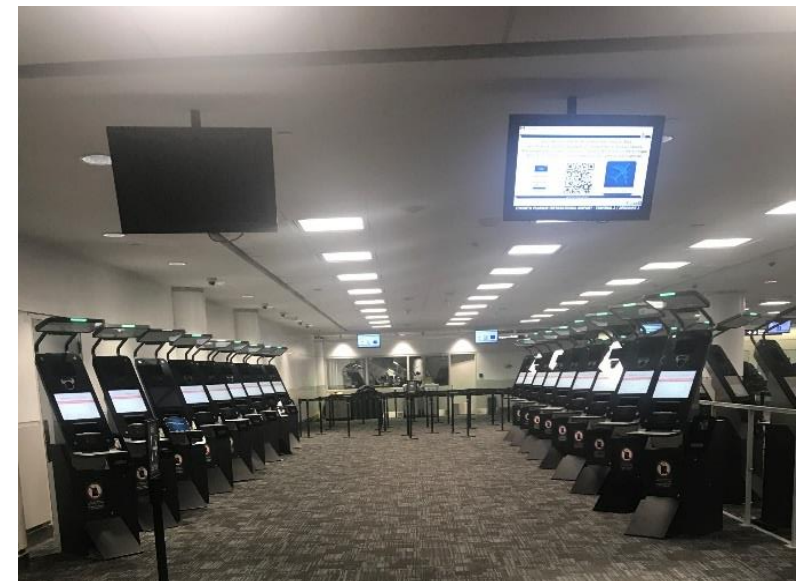
Primary Inspection Kiosks (PIK) in T3

***Nexus* Kiosks – Trusted Traveller**

International-to-Domestic Connections, including bussing in Terminal 1

International-to-International Connections

New initiatives for passenger service



United States Customs and Border Protection



With more than 60,000 employees, CBP is the US's largest law enforcement organization and is charged with keeping terrorists and their weapons out of the U.S. while facilitating lawful international travel and trade.

Combines customs, immigration, border security, and agricultural protection.

Enforce hundreds of U.S. laws and regulations. On a typical day, CBP welcomes nearly one million visitors, screens more than 67,000 cargo containers, arrests more than 1,100 individuals, and seizes nearly 6 tons of illicit drugs.

USCBP – Preclearance Operations



Air Preclearance operations has CBP law enforcement personnel overseas to inspect travelers prior to boarding U.S.-bound flights.

600 officers stationed at 15 Air Preclearance locations in 6 countries – 8 in Canada; Dublin and Shannon in Ireland; Aruba; Freeport and Nassau in The Bahamas; Bermuda; Abu Dhabi, United Arab Emirates.

Over 60 years in Toronto

4th largest Airport of Entry into the US – after JFK, Miami, and LAX

At Toronto Pearson – Two Primary Inspection Locations (PILs) in T1 and T3 – Operating 20 hour per day

USCBP - Key Passenger Programs

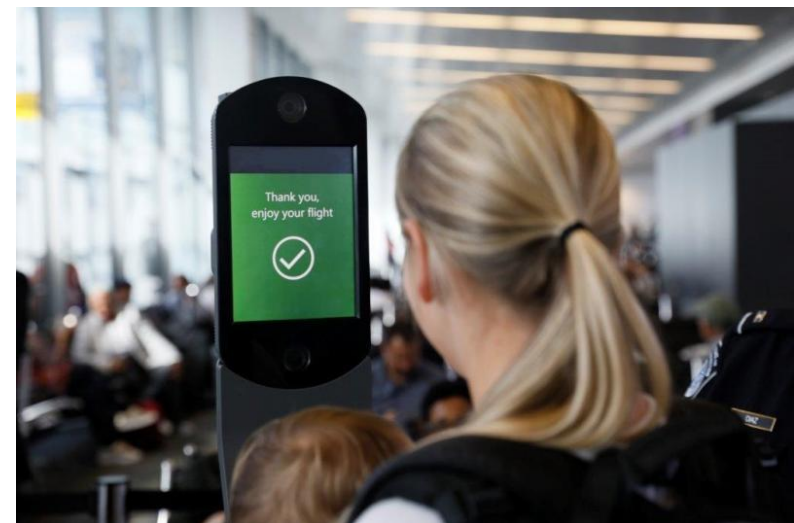


Automated Passport Control Kiosks (APCs)

Global Entry Kiosks – Trusted Traveller program that allows expedited clearance for pre-approved, low-risk travellers upon arrival in the U.S.

New initiatives for passenger service:

- **Mobile Passport Control**
- **Biometric Identification**



2019 and Beyond – Challenges and Key Initiatives



- **Progress continues to be made, but more is required. Passenger wait times are longer than desired, particularly during peak times.**
- **Government agency resources need to keep pace with growth and to achieve globally competitive standard of 95% of passengers screened in 10 minutes or less for CATSA and CBSA.**
- **Investment needed in additional officer resources with CATSA, USCBP and CBSA.**
- **Investment and implementation of new technology required, i.e:**
 - Mobile Passport Control and Biometric with USCBP
 - Modernizing NEXUS processing with CBSA
 - Modernizing passenger processing with CBSA
 - Continued CATSA Plus rollout
 - Implementing Trusted Traveller programs for screening with CATSA

Questions

WHAT WE STAND FOR

To become the best airport in the world:

