



# 2017 “100 Days of Summer”



**Toronto Pearson**  
International Airport | Aéroport International

# Background

- The “100 Days of Summer” represents a significant and sustained peak in traffic volumes lasting from June through September
- The busiest summer days represent a 26% increase in passenger volumes vs. the average S17 day
- Passenger demographics also change with a spike in less-frequent travelers unfamiliar with complex Airport processes
- The introduction of students / seasonal employees drives the need for added vigilance with respect to safety and security



# 2017 driving an incremental 63 Aircraft Movements / Day

Sector	S16 Movements	S17 Movements	% Change
Domestic	118,120	124,395	5.3%
Transborder	102,359	105,675	3.2%
International	45,987	50,095	8.9%
Total	266,466	280,165	5.1%

## Highlights

- +13,000 incremental movements vs. S16
- Average of 63 additional aircraft movements per day (32 additional arrivals, 31 additional departures)
- International, the biggest driver at +8.9%

*Note: Based on terminal movements*



# Total (T1 & T3) Seat Volume Comparison

Summer 2016 vs. Summer 2017

Sector	S16 Seats	S17 Seats	% Change
Domestic	13,637,459	14,330,236	5.1%
Transborder	8,970,473	9,593,559	6.9%
International	11,010,494	12,387,653	12.5%
Total	33,618,426	36,311,448	8.0%

## Highlights

- 2.7M additional seats season over season
- Approximately 12,410 incremental seats a day



# Peak Days are Increasing in both Frequency and Magnitude

Departing Passenger Volumes / Day	2015	2016	2017
45,000 – 50,000	10	0	0
50,000 – 55,000	60	11	1
55,000 – 60,000	65	64	31
60,000 – 65,000	37	61	83
65,000 – 70,000	31	24	34
70,000 – 75,000	12	51	31
75,000 – 80,000	1	6	37

## It's going to be busy...

- We will exceed 75,000 departing passengers per day 37 times this summer vs. just six in 2016 and once in 2015.
- Processes will be strained, timely and decisive response to IRROPS will be critical



# Terminal 1

Summer 2016 v.s. Summer 2017

Departing Seat Comparison			
Sector	S16	S17	% Change
Domestic	4,499,053	4,494,363	-0.1%
Transborder	3,053,586	3,260,616	6.8%
International	3,064,289	3,393,771	10.8%
<b>Total</b>	<b>10,616,928</b>	<b>11,148,750</b>	<b>5.0%</b>

- *531,822 additional departing seats in S17*
- *2,451 incremental seats a day*

# Terminal 1

Summer 2016 v.s. Summer 2017

Arrival Seat Comparison			
Sector	S16	S17	% Change
Domestic	4,484,450	4,486,359	0.0%
Transborder	3,052,091	3,260,261	6.8%
International	3,067,937	3,405,354	11.0%
<b>Total</b>	<b>10,604,478</b>	<b>11,151,974</b>	<b>5.2%</b>

CBSA – overall 8.9% increase

- *547,496 increase in arriving seats for S17*
- *2,523 more seats per day*

# Terminal 3

Summer 2016 v.s. Summer 2017

Departing Seat Comparison			
Sector	S16	S17	% Change
Domestic	2,325,634	2,672,816	14.9%
Transborder	1,430,108	1,534,892	7.3%
International	2,433,340	2,785,879	14.5%
Total	6,189,082	6,993,587	13.0%

USCBP	CATSA
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- *804,505 additional seats during S17*
- *3,707 incremental seats a day*



# Terminal 3

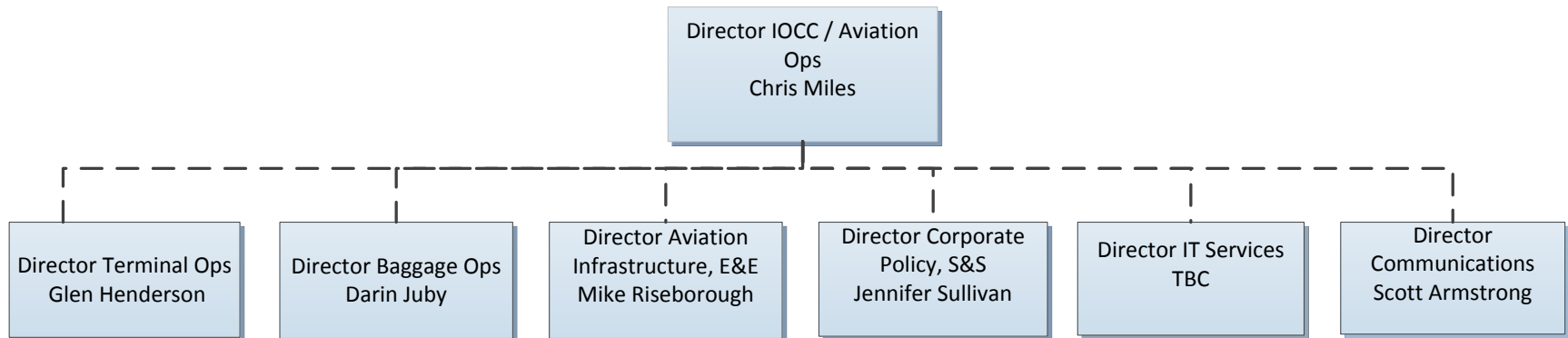
Summer 2016 v.s. Summer 2017

Arrivals Seat Comparison			
Sector	S16	S17	% Change
Domestic	2,326,794	2,676,698	15.0%
Transborder	1,430,236	1,537,790	7.5%
International	2,444,590	2,802,649	14.6%
Total	6,201,620	7,017,137	13.2%

CBSA – overall 12.0% increase

- *815,517 additional seats during S17*
- *3,758 incremental seats a day*

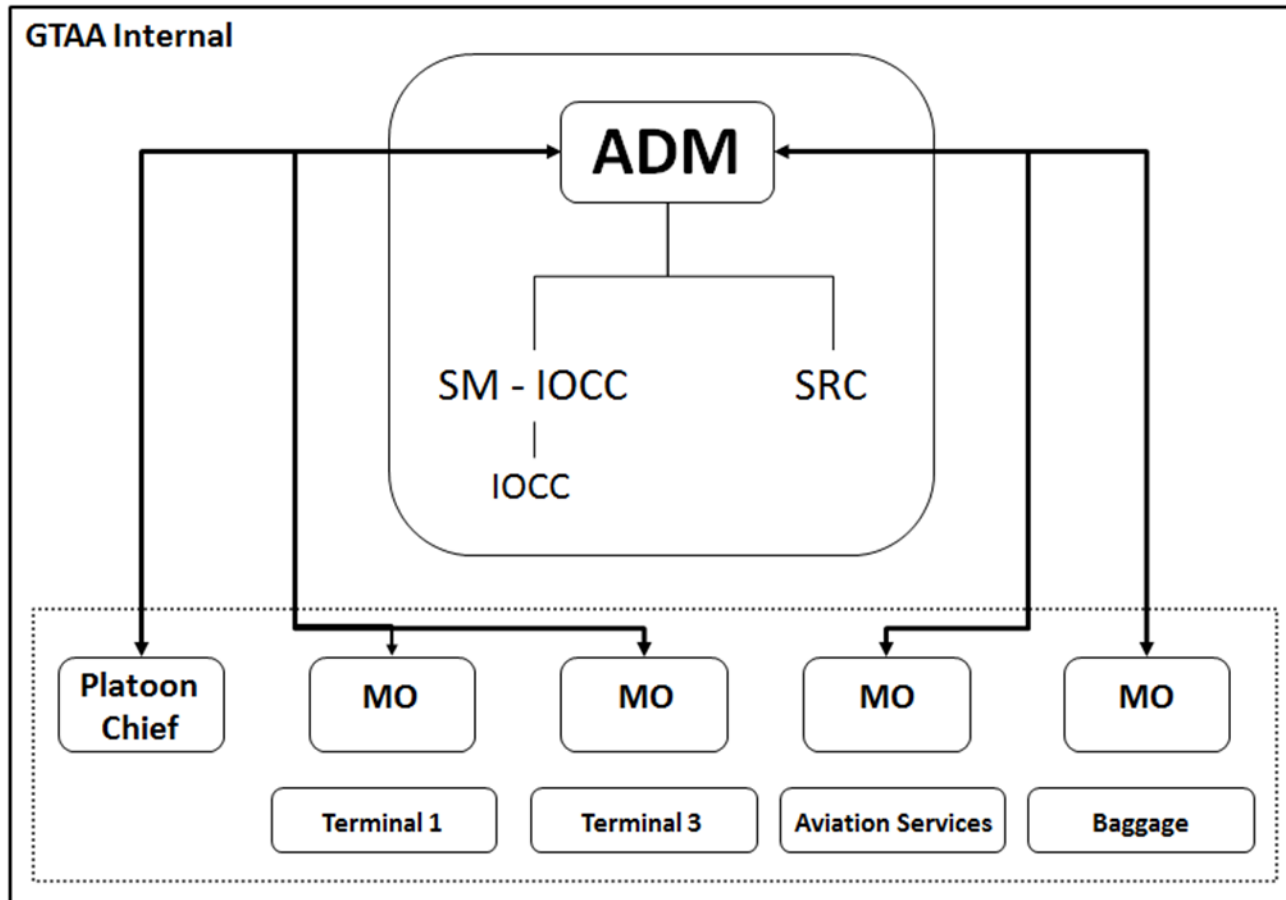
# Execuational Leadership Team



## ***Objective:***

- Focused on delivering Execuational Excellence
- Charged with looking beyond the horizon at seasonal peaks
- Resolve systemic operational issues impacting flow
- Ensure IRROPS and contingency plans are current, cohesive, integrated, and briefed to minimize disruption during events

# Day of Operational Structure



# Terminal Operations Key Priorities

## 1. Contractor staffing, preparedness, and performance

- OSRs
- Carrillion
- Smart Carte
- ACAP

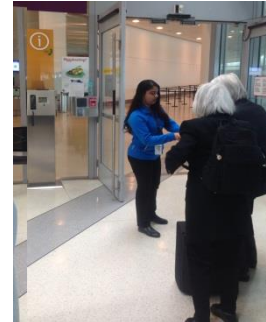
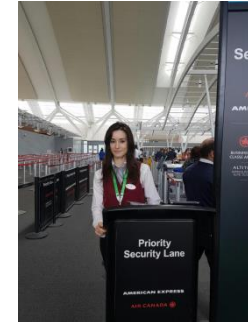
## 2. Agency resource optimization

- CATSA load balancing
- CBP technology maximization APC / Global Entry
- CBSA SPIL balancing, Nexus and PIK maximization

## 3. MO / TSR day of execution and coordination with stakeholders

## 4. Delivery of best in class passenger service

- Passenger Service Representatives
- Public Safety Officers
- Welcome Team



# Airside Operations Key Priorities

## 1. Safety

- Airside Officers increased presence
- Wildlife
- Community FOD initiatives

## 2. Maximizing efficiency

- Proactive Bus Operations - Hardstands
- Managing arrival and departure performance

## 3. International to Domestic Transfer Service

- 1 Million Passengers per year

## 4. Baggage – Exceeding Expectations

- New structure





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