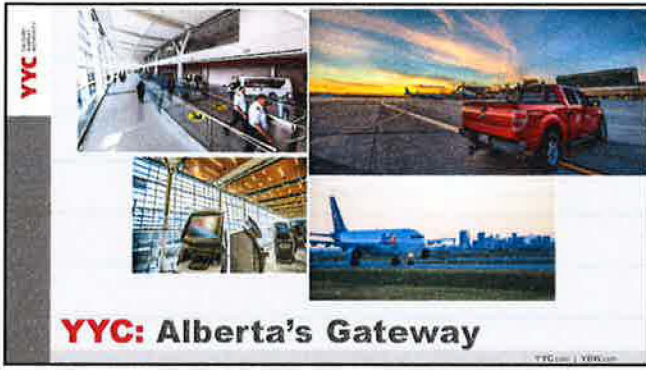
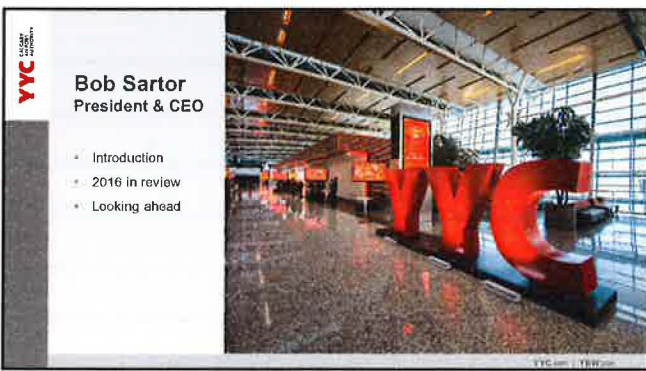


CITY OF CALGARY
RECEIVED
IN COUNCIL CHAMBER

MAR 19 2018

ITEM: G-1 Calgary Airport Report
Distribution
CITY CLERK'S DEPARTMENT







YYC CALGARY AIRPORT
Economic Impacts: Key Stats

- YYC generates approximately **\$8 billion** to the City's GDP
- **24,000** Calgaryans employed directly at the YYC campus
- **Nearly 60,000** jobs created and/or maintained



YYC.com | YVW.com


YYC CALGARY AIRPORT
We Grew the Hub



- **10.3 million** passengers in 2017
 - 3.8 per cent increase passenger traffic
 - Approx. 600,000 additional passengers
- Increases in traffic to both U.S. and international destinations
 - **Nearly 6 million** passengers through International Terminal

YYC.com | YVW.com

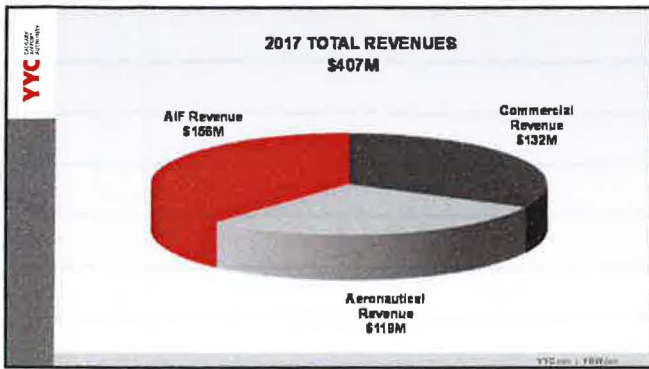
YYC CALGARY AIRPORT
YYC: One of Canada's Busiest Airports

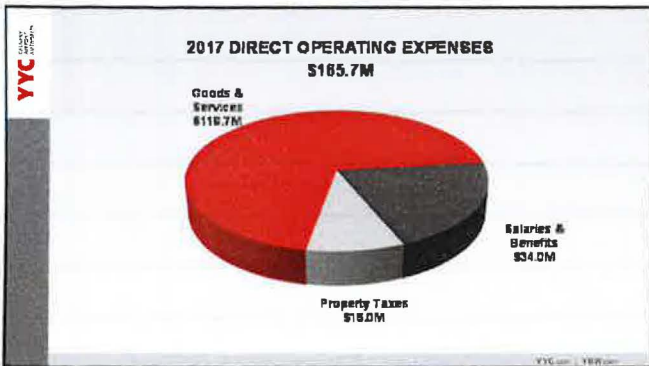


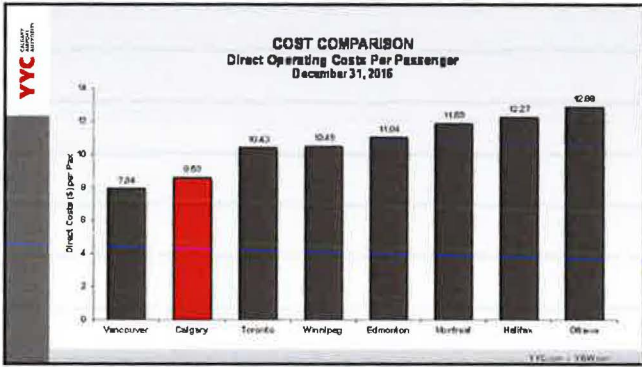
- **80 non-stop** destinations
- **240 flights** landed and departed each day
- Non-stop service to Amsterdam, London, Tokyo, Beijing, Frankfurt, Belize and Mexico City

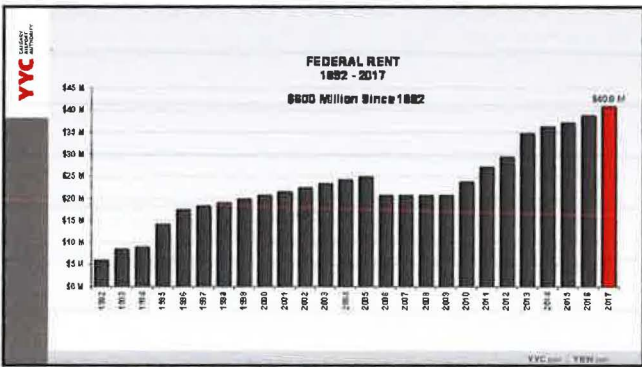
YYC.com | YVW.com

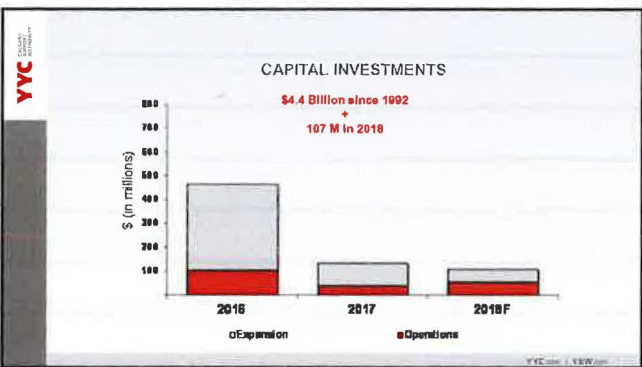












YYC YALERT YALERT YALERT

Our Key Airline Partners

84 per cent of YYC Market Share



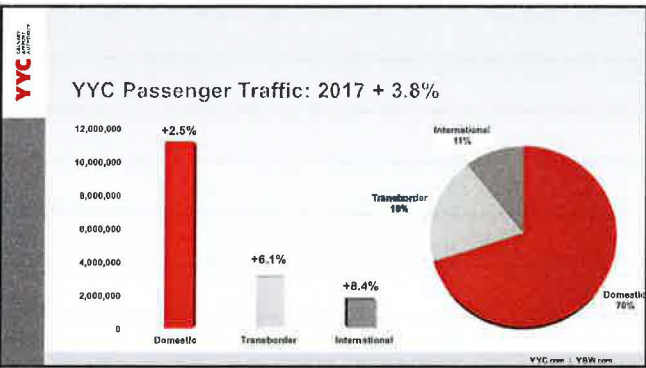
YYC.com | YRW.com

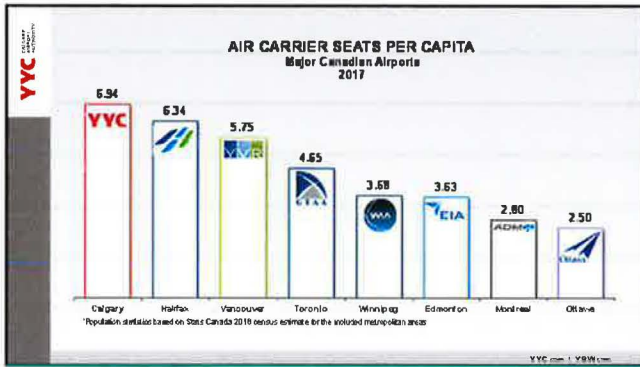
YYC YALERT YALERT YALERT

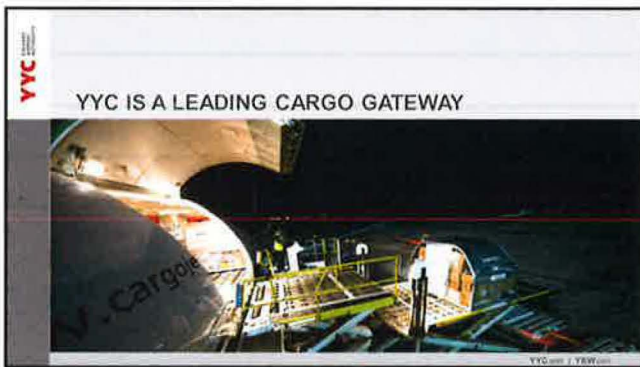
New Destinations and Services Added

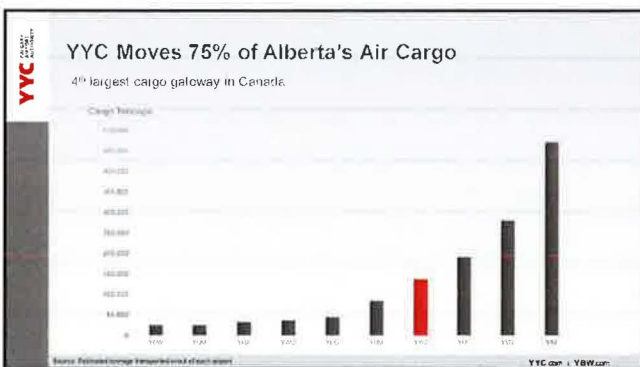


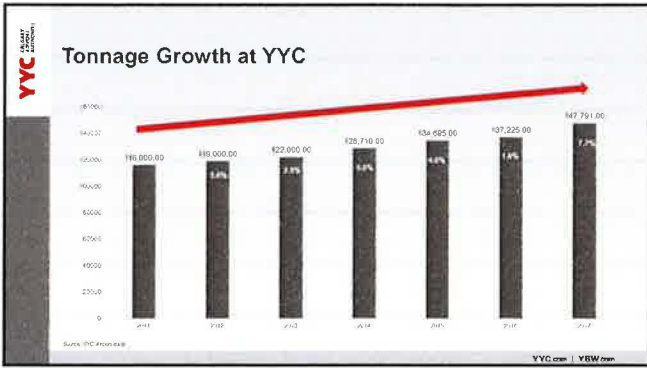
YYC.com | YRW.com













Awards


- The Calgary Airport Authority was a Top Employer for the **9th** time
- Awarded the Inspiring Partner Award from VECOVA for **20 years** of partnership
- YYC earned the Ella Anderson Accessible Transportation Award for the LINK passenger shuttle service

YYC Calgary International Airport

Achievements

Ipsos Reid Survey

- Residents from southern Alberta have almost a universally positive impression of YYC (**96 per cent**)



YYC.com | YRW.com

YYC Calgary International Airport

Sustainability

YYC's International Terminal was certified LEED Gold

- The baggage system is **60 per cent** more efficient
- Geothermal energy is used to heat and cool the building
- Co-generation power will save **4,900 tonnes** of CO2 per year



YYC.com | YRW.com

YYC Calgary International Airport

Sustainability

YYC and its airport partners invested in an industry leading Glycol Recycling Facility.

- A total of **24%** of glycol concentrate sprayed was collected and recycled to be reused




YYC.com | YRW.com

YYC SUSTAINABILITY

Sustainability

- Close to **10,000** Required Navigational Performance approaches were flown with a reduction of **1,623 metric tonnes** of greenhouse gases
- YYC welcomed resident bees onto airport property with four hives, which are expected to begin producing honey in 2018



YYC.com | YBW.com

YYC COMMUNITY

Community: Our YYC Crew

- The Authority donated to numerous organizations and causes
- Continued to support Dreams Takes Flight with our partner Air Canada
- Volunteered over **1,380** hours to community initiatives throughout 2017




YYC.com | YBW.com

YYC COMMUNITY

Community: Team YYC

- One year anniversary of Pre-Board Pals in April 2017
 - **2,267** Pre-Board Pals volunteer hours at YYC
- YYC Navigators had the largest group in the program yet with **90 participants**





YYC.com | YBW.com

YYC Calgary International Airport

Guest Experience

- White Hat Volunteers committed:
 - **98,310 hours**
 - "White hatted" 1,087 guests
- New Customer Care & Curbside Ambassador program
 - Celebrated **one year** anniversary



YYC.com | YZW.com

YYC Calgary International Airport

Guest Experience

- Opened a new indoor pet relief station in Concourse B
- Welcomed the **first** in-terminal Pet Patio at the Vin Room restaurant



YYC.com | YZW.com

YYC Calgary International Airport

Guest Experience

Seven new store openings within the terminal, including two pop-up shops

- **Yakima** at the Marriott expanded with a new patio
- **Hudsons** opened a new location at Gate 25
- **The Local** opened at Gate 70-79
- **Made in Calgary** pop-up - Domestic terminal
- **Deisqual** pop-up - Domestic terminal



YYC.com | YZW.com

YYC
YAG
YAG
YAG

Guest Experience

Domestic Terminal Baggage Improvements

- Phase 1 will be operational by **Q3 2018**
- The final project delivered in **2019**



YYC.com | YAG.com

YYC
YAG
YAG
YAG

Commercial Development

- First phase of the **\$18.5 million** Hyatt Hotel at Deerfoot North
 - 127 rooms** on 2.25 acres of land



YYC.com | YAG.com

YYC
YAG
YAG
YAG

YYC is an Urban Airport

- Airport Vicinity Protections Area (AVPA) Regulation has ensured our vibrant city grows around Calgary's urban airport.
- YYC hosted a meeting with the City and the Province on March 14
- Next meeting to be scheduled for late April




YYC.com | YAG.com

YYC Calgary International Airport

Noise Management Highlights

- Runway Usage Trial
- Long-Term Monitor Installation for south departures
- Noise Monitoring Terminal (NMT) review




YYC.com | YBW.com

YYC Calgary International Airport

Aircraft Noise Statistics

• Top 5 Callers: All Other Callers 28%



• Top 5 Callers: 72%

- Five callers make **72%** of all our concerns
- Over **4,100** calls
- Top two callers: **48% of the total concerns**
 - Caller 1 – 1372 concerns
 - Caller 2 – 1359 concerns

MONTH	2017	
	# OF CONCERNS	% OF TOTAL
JANUARY	255	6.2
FEBRUARY	200	5.0
MARCH	327	8.2
APRIL	484	12.3
MAY	452	11.5
JUNE	390	9.9
JULY	487	12.4
AUGUST	543	13.8
SEPTEMBER	450	11.5
OCTOBER	576	14.6
NOVEMBER	644	16.4
DECEMBER	1,088	27.8
TOTAL	3,716	93.8

YYC.com | YBW.com

YYC Calgary International Airport

A Commitment to Safety/Security



- Safety and security is at the core of our DNA
- We work throughout the year with a number of responding agency partners including CPS, EMS and the Calgary Fire Department

YYC.com | YBW.com

YYC YULIYI COUNTRY AIRPORT

Springbank Airport (YBW)

- **142,918** aircraft movements in 2017
- Hosted Wings Over Springbank in July 2017
 - **17,000 people** over two days



YYC.com | YBW.com



YYC → **FUTURE**

YYC YULIYI COUNTRY AIRPORT

EVOLUTION OF AN AIRPORT



01 **02** **03** **04**

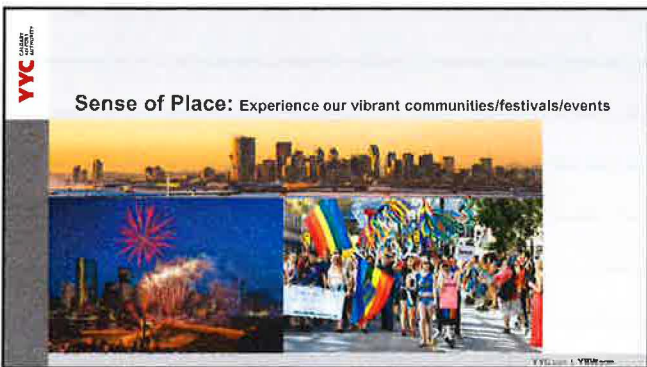
YYC.com | YBW.com























1. DEVELOP OUR PEOPLE




2. REMARKABLE CUSTOMER EXPERIENCE




3. DRIVE VALUE TO AIRLINE PARTNERS



4. DIVERSIFY & GROW REVENUE




YYC | YYC.com | VFW.com



Key Focus Areas

- Emphasis on providing a remarkable experience
- Put the customer first
- Provide the best value to our airline partners
- Drive economic growth and prosperity for the benefit of our city



YYC | YYC.com | VFW.com



YYC: Alberta's Gateway

YYC | YYC.com | VFW.com
