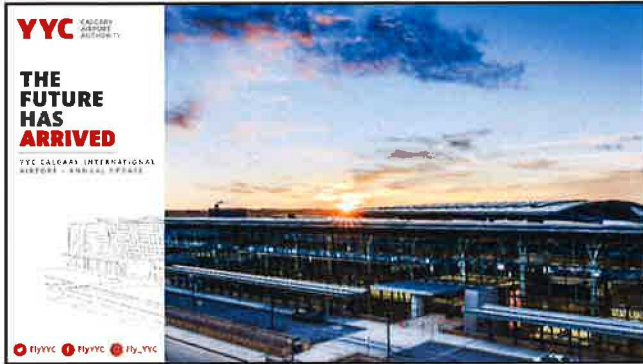


CITY OF CALGARY
RECEIVED
IN COUNCIL CHAMBER

MAR 20 2017

ITEM: 2.2 Presentation
Distribution
CITY CLERK'S DEPARTMENT



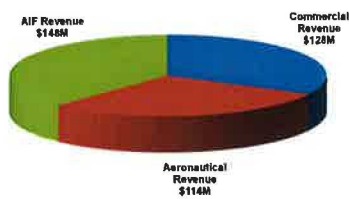
The Calgary Airport Authority/YYC

- Operates and develops:
 - YYC Calgary International Airport (1992)
 - YBW Springbank Airport (1997)
- Long-term lease from Government of Canada (to 2072)
- Not-for-profit organization
- Regional Airport Authorities Act of Alberta



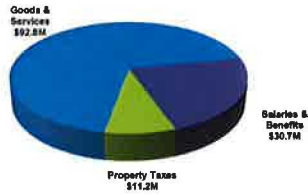
2016 in Review

2016 TOTAL REVENUES
\$390M



2016 in Review

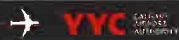
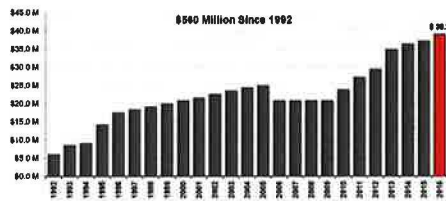
2016 DIRECT OPERATING EXPENSES \$134.7M



2016 in Review

FEDERAL RENT 1992 - 2016

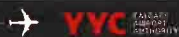
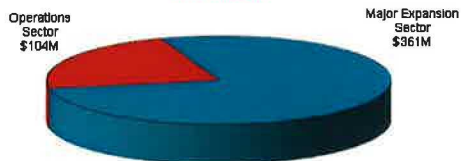
\$560 Million Since 1992



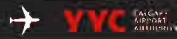
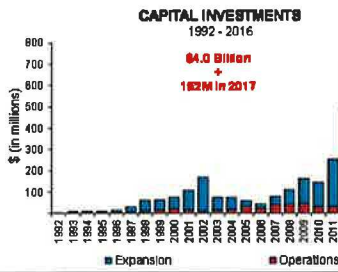
2016 in Review

CAPITAL INVESTMENT 2016

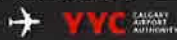
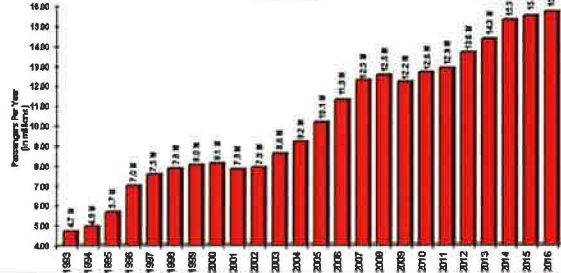
\$465 MILLION



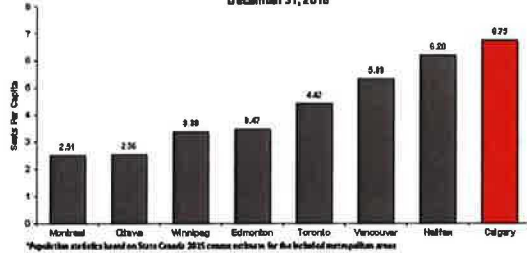
2016 in Review



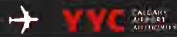
YYC PASSENGERS PER YEAR 1993 to 2016



SERVICE COMPARISON Airline Seats Per Capita December 31, 2016



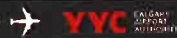
2016 – New Routes and Services



2016 – Cargo and Logistics

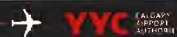
Cargo volumes:

- 137,255 metric tonnes (up 1.7 per cent)
- New cargo and logistics facilities
- Expanded operations and capacity by air cargo and courier partners



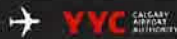
2016 – YBW

- 156,995 aircraft movements - up 3.6 per cent
- \$38 million investment since 1997
- Community partner



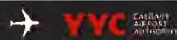
2016 – Commercial Development

- Cargo Phase II
- Marriott Calgary Airport In-Terminal Hotel
- Westin Calgary Airport



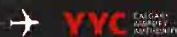
2016 – The International Terminal

- 24 new aircraft gates
- 50 new shops and services
- First call-to-gate in North America
- 20 YYC LINK passenger shuttles
- 2,000 jobs created
- Capacity for decades of growth



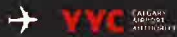
IFP opening – What went well

- Employee Training
 - In-terminal, airside staff, familiarization tours, etc.
- Public Trials (August – October)
 - Allowed Internal teams and partners to ensure all systems and processes were working well
- Soft opening (October 26, 2016)
 - WestJet, American and KLM arrived internationally
 - Air Canada and American had flights departing from U.S.
 - KLM operated its A330



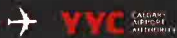
IFP opening – What went well

- Opening Day – October 31, 2016
 - Operations moved over in the early morning hours
 - Full flight schedule - first departure at 6 a.m.
- All systems were fully operational
 - YYC LINK Shuttle
 - CATSA PLUS
 - Baggage system
- Plenty of friendly faces to help out passengers
 - New Customer Care Ambassadors
 - World-famous White Hat Volunteers



IFP opening – What didn't go so well

- Number of seats at the gates due to call to gate system
- Water fountains
- Greater walking distances that Calgarians weren't used to
- Security screening processes – NEXUS lines removed by CATSA



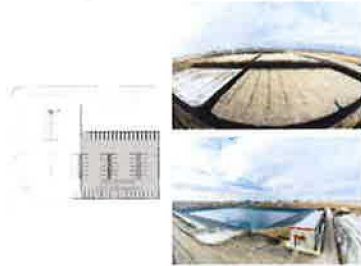
IFP opening – What we've done

- Added seating to the U.S. departure gates
- New signage and informational videos on call-to-gate
- Water refill stations added
 - Additional water fountains are on the way
- We are focusing on:
 - YYC LINK passenger shuttle scheduling



2016 – Other Infrastructure Projects

- Cell phone wait lot expansion
- Grey lot – employee parking
- Ground Storage Equipment (GSE) building
- Glycol Treatment Facilities
- Power Control Systems



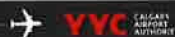
YYC is an urban airport

- Great air service
- Capacity to grow
- Airport Vicinity Protection Area (AVPA) Regulation

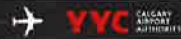


Noise Management Tools

- Published Noise Abatement Procedures
- Flight Tracking System
- Noise Monitoring Terminals
- Concerns Hotline
- Airport Community Consultative Committee

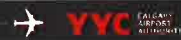


The Airport Community Consultative Committee (ACCC)



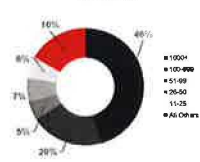
2016 – Environmental Management: Aircraft Noise

- Required Navigation Performance approaches (RNP)
- Noise Monitoring Studies
- Noise Monitoring Terminal (NMT) review
- PublicVue



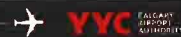
2016 – Aircraft Noise Statistics

Noise Concerns 2016
(By Frequency)



- 2 Individuals submitted over 1,000 complaints each making 46% of the total concerns for 2016.
- #1 caller – 1707 Concerns
- #2 caller – 1094 Concerns
- Total # of concerns decreased by 33%

NOISE	2016	2015
1000+	1707	1094
100-999	1094	1094
10-99	1094	1094
1-9	1094	1094
TOTAL	4995	4995



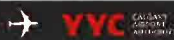
2016 – Community Contributions

- Community investment in 2016
 - Calgary Food Bank
 - Alberta Red Cross Fort McMurray wildfire campaign
 - Alberta Heart and Stroke Foundation

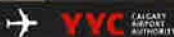


2016 – Community Contributions

- YYC Navigators
- Pre-Board Pals
- Community events



Customer Service Focus



Looking Ahead: 2017 and Beyond

- The Authority will remain focused on:
 - Operational efficiency
 - Growing our partners' business
 - Passenger experience
- Continue our role in piloting economic growth and diversification



Looking Ahead: 2017 and Beyond

Airport Privatization

- Canada's airports are a success story
- Canada's airports are at the heart of the Canadian economy
 - 272,000 jobs
 - 108 million passengers per year
 - \$59 billion annual GDP contribution

