

CITY OF CALGARY  
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MAR 20 2017

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### 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



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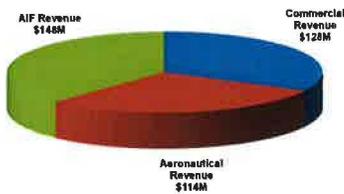
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### 2016 in Review

2016 TOTAL REVENUES  
\$390M



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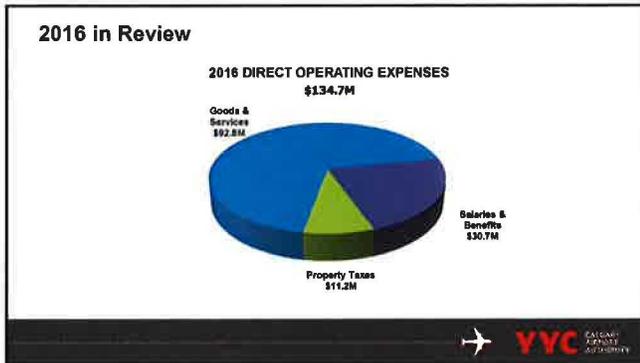
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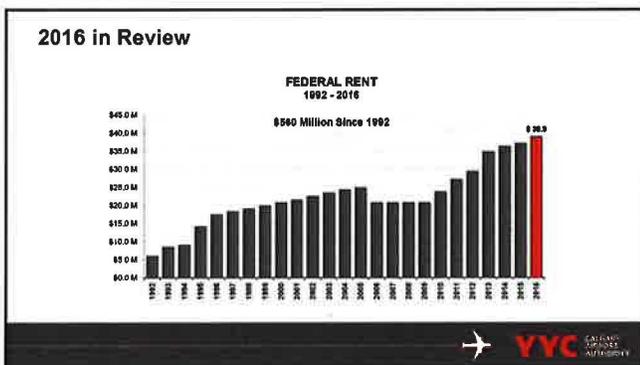
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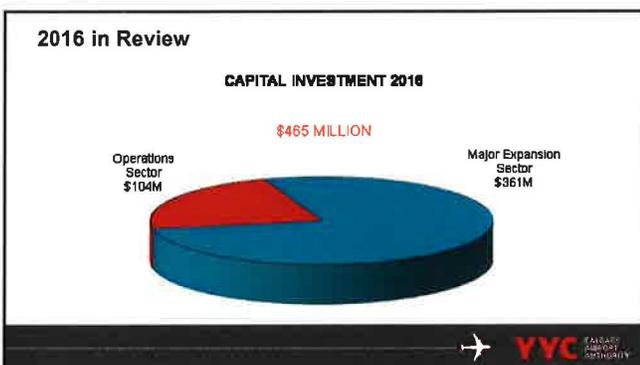
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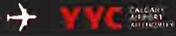
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### 2016 – New Routes and Services



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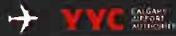
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### 2016 – Cargo and Logistics

#### 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



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### 2016 – YBW

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



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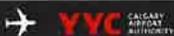
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### 2016 – Commercial Development

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



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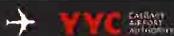
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### 2016 – The International Terminal

- 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



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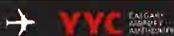
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### IFP opening – What went well

- 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



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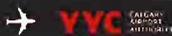
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### IFP opening – What went well

- 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



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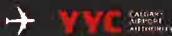
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### IFP opening – What didn't go so well

- 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



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### 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



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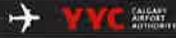
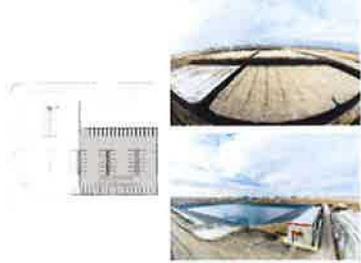
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### 2016 – Other Infrastructure Projects

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



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### YYC is an urban airport

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



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### Noise Management Tools

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



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### 2016 – Environmental Management: Aircraft Noise

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

GREEN RNP APPROACH BENEFITS

- Less Noise
- Reduced Fuel Burn
- Shorter Time to Arrival

CONVENTIONAL APPROACH

- Increased Noise
- Increased Fuel Burn

YYC CALGARY AIRPORT AUTHORITY

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### 2016 – Aircraft Noise Statistics

Noise Concerns 2016 (By Frequency)

| MONTH     | 2015  | 2016  |
|-----------|-------|-------|
| January   | 177   | 15    |
| February  | 167   | 86    |
| MAR h     | 475   | 196   |
| APRIL     | 500   | 99    |
| MAY       | 706   | 43    |
| JUNE      | 821   | 113   |
| JULY      | 552   | 144   |
| AUGUST    | 606   | 110   |
| September | 634   | 93    |
| OCTOBER   | 454   | 108   |
| November  | 393   | 86    |
| DECEMBER  | 171   | 56    |
| TOTAL     | 6,438 | 1,041 |

- 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 29%

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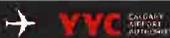
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### 2016 – Community Contributions

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



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### 2016 – Community Contributions

- YVC Navigators
- Pre-Board Pals
- Community events



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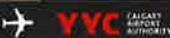
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### Customer Service Focus



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### 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



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### 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



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**YYC** CALGARY AIRPORT AUTHORITY

YYC.COM YAW.AE

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