

CREATING CONNECTIONS GAINING MOMENTUM

CITY OF CALGARY
RECEIVED
IN COUNCIL CHAMBER

APR 30 2024

ITEM: *10.2.1 C2024-0096*
Distrib-Presentation
CITY CLERK'S DEPARTMENT

YYC CALGARY
AIRPORT
AUTHORITY

City of Calgary Annual Update | April 30



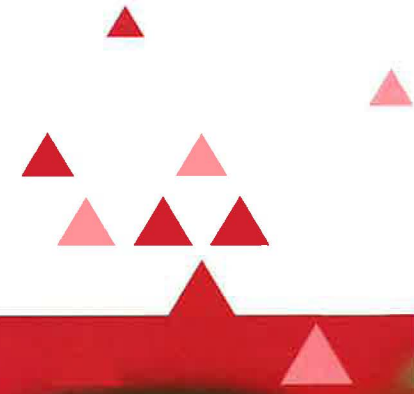
ANDREA ROBERTSON

**CHAIR, BOARD OF DIRECTORS
THE CALGARY AIRPORT AUTHORITY**

ANNUAL REPORT & FINANCIAL REPORTS

English and French versions of The Authority's 2023 Annual and Financial Reports will be available online May 1, 2024 at:

www.yyc.com/annualreport





CHRIS DINSDALE

**PRESIDENT & CEO
THE CALGARY AIRPORT AUTHORITY**

THE CALGARY AIRPORT AUTHORITY: OVERVIEW

We are governed by a community-based board of directors which are appointed by four organizations:



OUR EXECUTIVE TEAM



**CHRIS
DINSDALE**

President & Chief
Executive Officer



**MEGAN
GUPTON**

Chief Information
Officer



**KIRSTAN
JEWELL**

Chief People &
Communications
Officer



**CHRIS
MILES**

Chief Operating
Officer



**JEN
PON**

Chief Financial
Officer



**ROB
BACHART**

Chief Real
Estate Officer

STRATEGIC OVERVIEW



**DEVELOP OUR
PEOPLE**



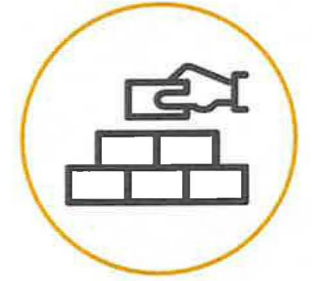
**DELIVER A
REMARKABLE
GUEST
EXPERIENCE**



**DRIVE VALUE
TO AIRLINE
PARTNERS**



**DIVERSIFY
AND GROW
OUR REVENUE
STREAMS**



**BUILD ON A
STRONG
FOUNDATION**

ELEVATING THE GUEST EXPERIENCE



BREAKING RECORDS



**MILLION PASSENGERS
MOVED THROUGH
OUR AIRPORT**

Breaking a previous record
of 18 million in 2019.



**INCREASE FROM
2019**



**BUSIEST CANADIAN
AIRPORT BY
PASSENGER ACTIVITY**



ENHANCING AND CELEBRATING COMMERCIAL AND RETAIL



**Convenient refueling with
Shell Canada**



**Enhanced airport concessions with SSP
Canada food service and WHSmith**



**Award-winning dining and
hospitality experiences**



TECHNOLOGY AND INNOVATION



Providing a home for innovation in our industry



New self-service, accessible kiosks



Enhanced free wi-fi



Cyber awareness

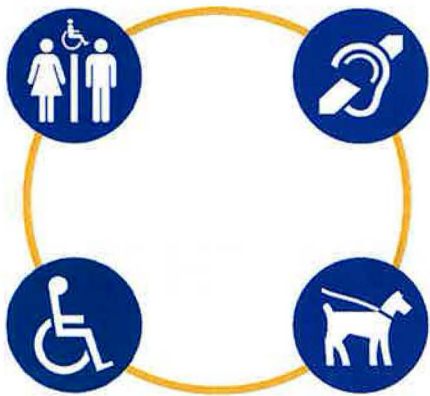
ENHANCING ACCESSIBILITY

Embracing hidden disabilities

YYC introduced the Hidden Disabilities Sunflower, aiding those with hidden disabilities to discreetly seek additional support.

ACI Accessibility Accreditation

Received a Level 3 ACI Accessibility Enhancement Accreditation, for our commitment to accessible travel for all.



VOLUNTEER PROGRAM



**RETURNING
VOLUNTEERS**



**TOTAL
VOLUNTEERS**



**THOUSAND
HOURS**

** Stats are self-reported by volunteers*



PRIORITIZING A SAFE AND EFFICIENT OPERATION



STANDING ON SAFETY

Renewed COR certification

Achieved a 96% score on our COR renewal, showcasing our team's dedication to safety excellence.

Emergency response management

Conducted a major cybersecurity drill at YYC with partners, emphasizing continuous improvement in preparedness and targeted learning.

Firefighting base at YBW

In 2023, Springbank Airport was a key base for wildfire response, hosting aircraft for operations in Banff, Kananaskis and surrounding areas.



AIRFIELD EQUIPMENT

Expanded our snow removal fleet

with the addition of four Øveraasen RS 400 sweepers.

A new aircraft rescue firefighting truck

Red 6, was officially placed into service in 2023.



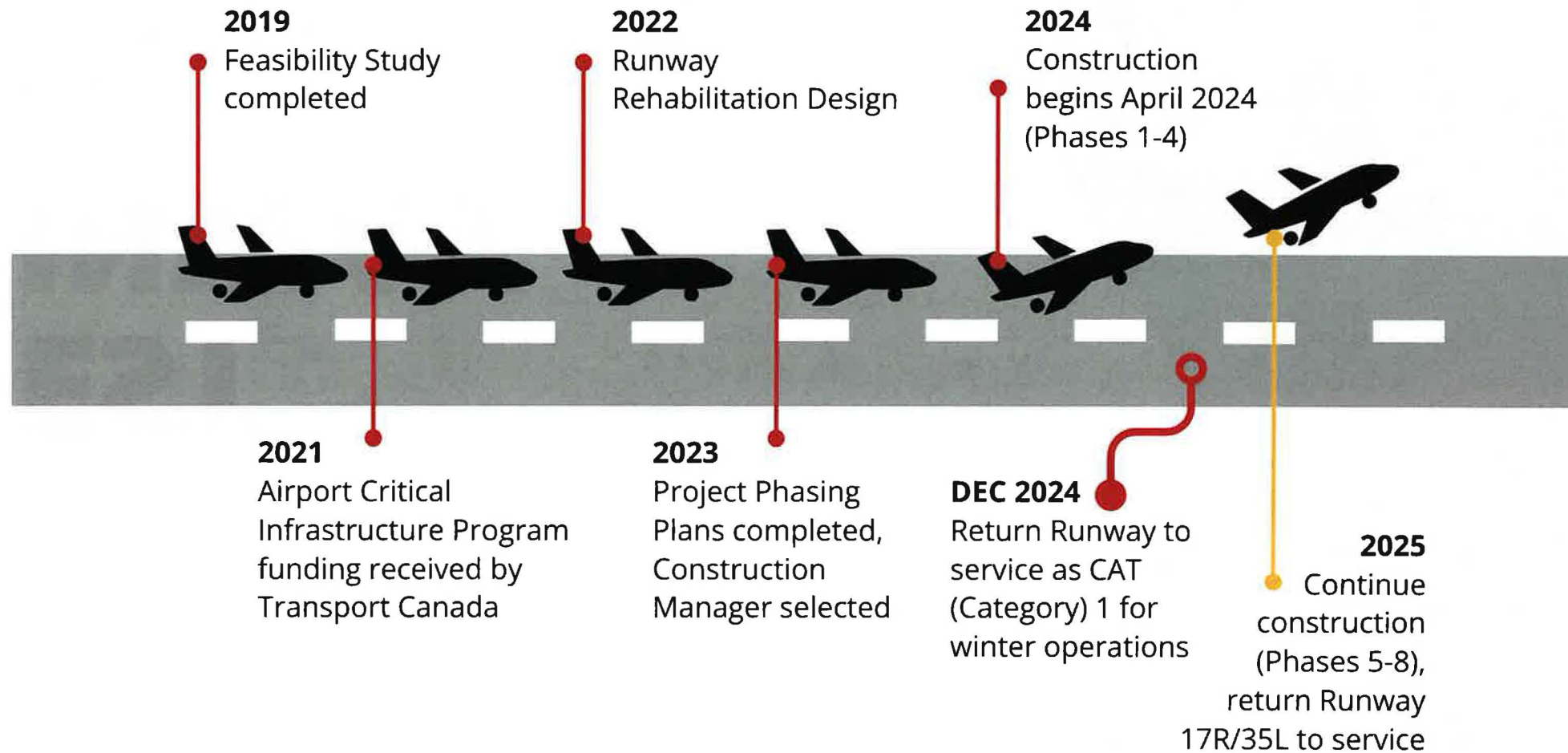
WEST RUNWAY

\$201 million

The West Runway Rehabilitation project will result in a new runway that will better meet the requirements of diverse aircraft and greater demand for passenger and cargo transportation.



WEST RUNWAY TIMELINE



INVESTMENT IN SPRINGBANK

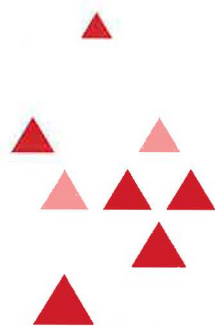
\$3.5 million approved in 2023

for pavement restoration on the east-west runway and upgrading runway edge lighting to LED, significantly reducing energy use and aligning with our sustainability goals.



AIRLINE PARTNERSHIPS AND ROUTES





GLOBAL CONNECTIVITY



16

**PASSENGER
AIRLINES**



7

**CARGO
AIRLINES**



90+

**NON-STOP
DESTINATIONS**

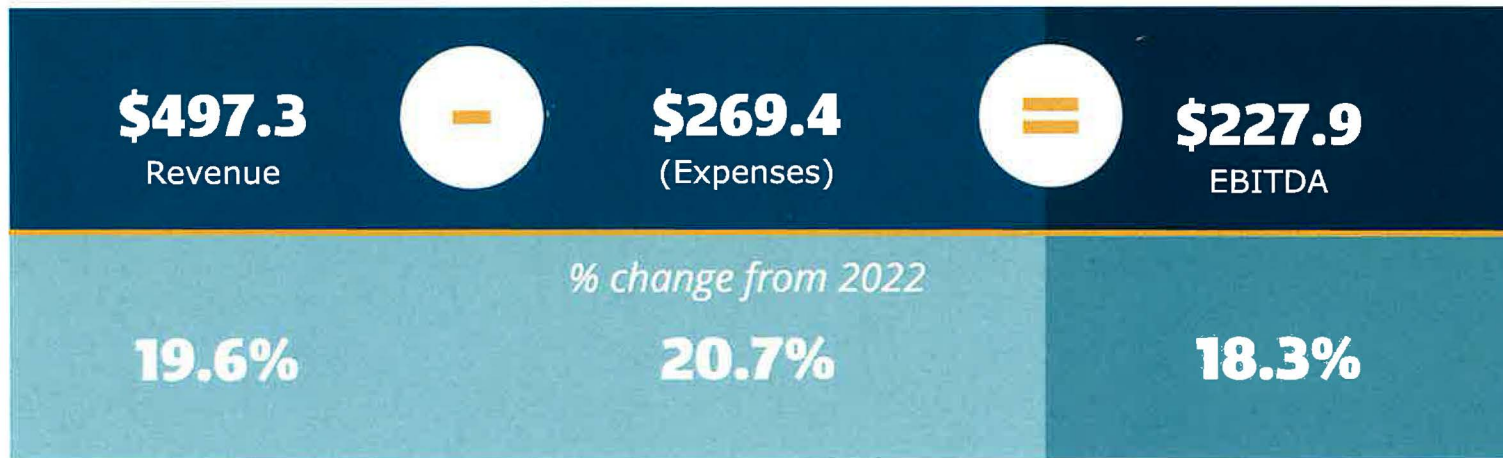


AUTHORITY PERFORMANCE



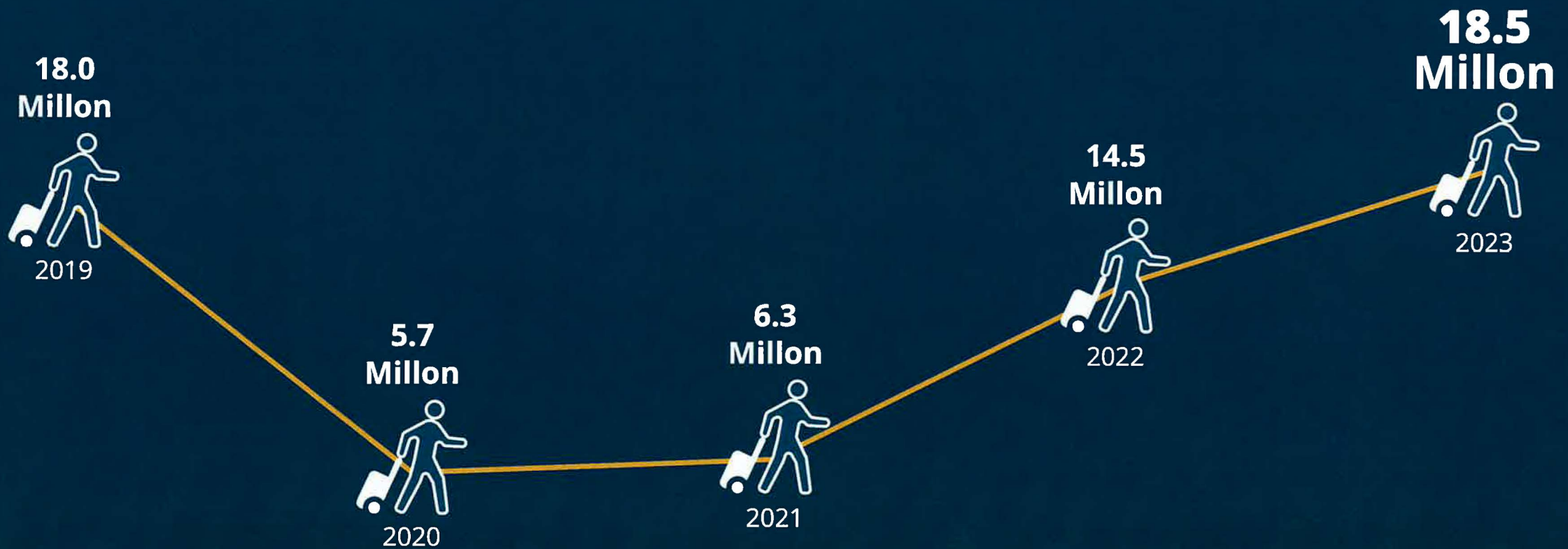
FINANCIALS

(in millions)



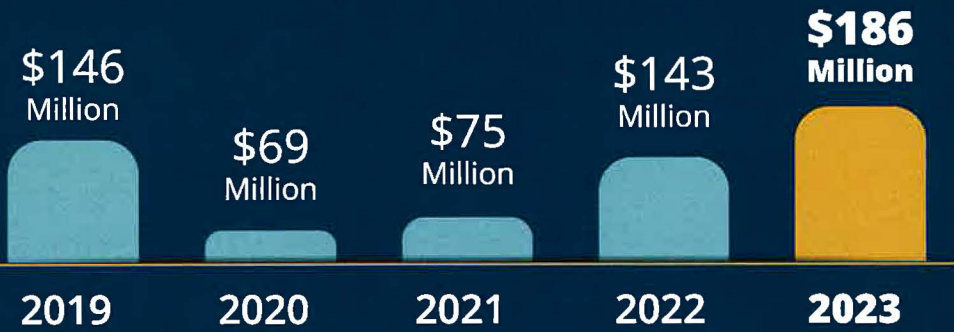


TOTAL PASSENGERS

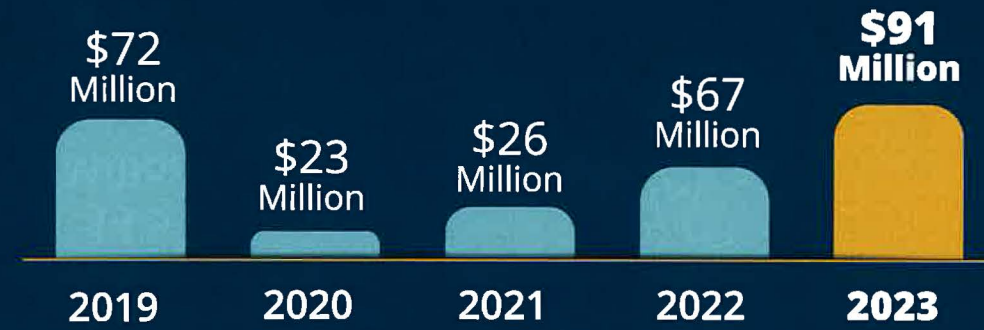




NON-AERONAUTICAL REVENUE



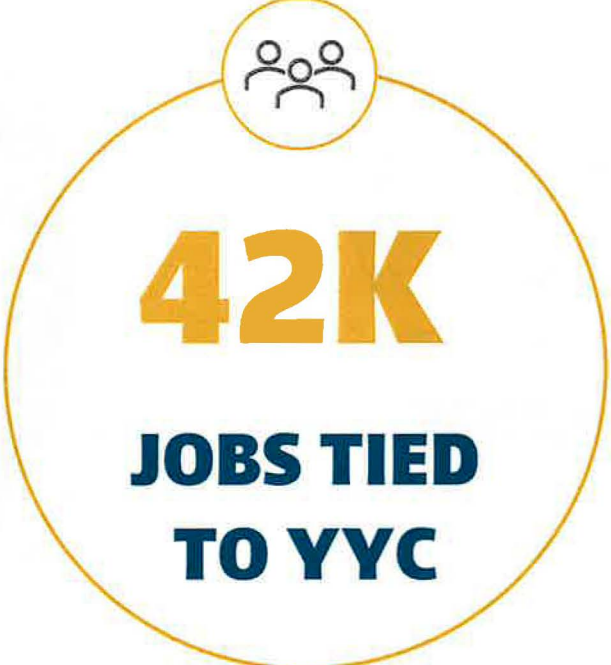
CONCESSIONS REVENUE



CAR PARKING REVENUE



ECONOMIC IMPACT 2023





SPRINGBANK AIRCRAFT MOVEMENTS

130,422



WORKING WITH GOVERNMENT AND INDUSTRY



WORKING WITH GOVERNMENT AND INDUSTRY



**INVEST
IN TECH**

**NATIONAL
TRADE
CORRIDOR
FUND**

**MODERNIZE
LEASE**

**MODERNIZE
TAX
REGULATIONS
FOR DUTY
FREE**

INVESTING IN OUR PEOPLE



GROWTH OF CREW



**TOTAL
CREW**



**CAREER
ADVANCEMENTS**



**NEW ROLES
CREATED**



INVESTING IN OUR COMMUNITY





CONTRIBUTING TO HEALTHY COMMUNITIES

The Mustard Seed

Over 40 Crew members volunteered 150+ hours, serving meals to Calgarians facing homelessness and poverty, demonstrating our ongoing commitment to community support.

#NotInMyCity

Our golf event raised over \$88,000 for #NotInMyCity, supporting anti-human trafficking efforts and training, underscoring our commitment to combating this issue, especially in airports.

Vecova

For nearly 30 years, we've supported Vecova's mission to empower individuals of all abilities, offering cart retrieval and customer support at YYC.

ADVANCING RECONCILIATION

Canadian Council for Aboriginal Business membership

Joined to access a network of Indigenous-owned businesses and organizations for supplier diversity.

Treaty 7 career fair participation

Raised awareness of our student program opportunities, engaging with future talents.

Indigenous cultural competency training

Offered three sessions for Crew, with ongoing training to deepen understanding and respect.

Support for National Day for Truth and Reconciliation

Invested in Orange Shirts for Crew to wear in September, showing solidarity and raising awareness for the cause.





SUSTAINABILITY



KEY MILESTONES FOR 2023

Decarbonizing airports

Launched a feasibility study for energy efficiency, on-site generation, and retrofit options to reduce carbon footprint.

YYC zero carbon energy district

Engaged stakeholders in designing a district focusing on low-carbon ground transportation for airport users.

Waste reduction initiatives

Implemented a waste reduction strategy, introduced composting, updated waste signage, and enforced a single-use plastics ban in concessions.

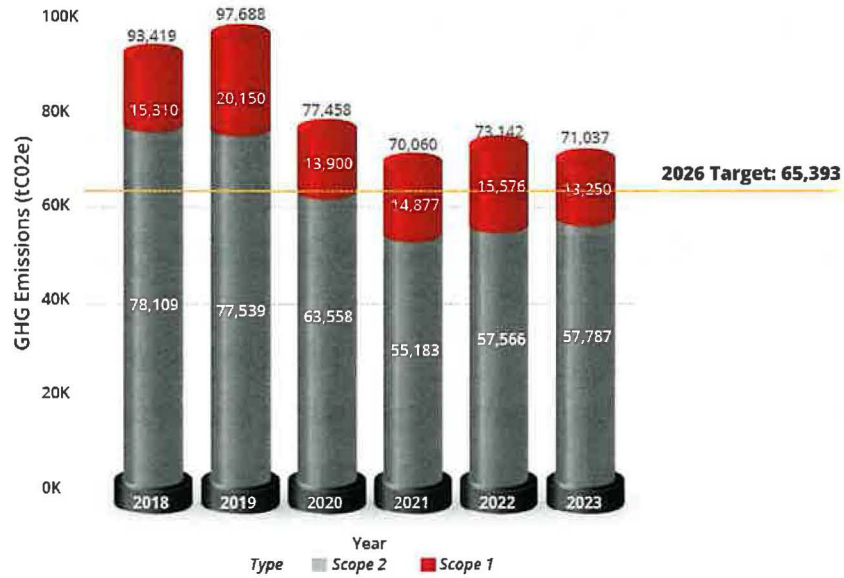
Environmental stewardship enhancements

Updated aircraft noise response procedures, advanced stormwater restoration for water quality, and eliminated fluorinated firefighting foam to reduce PFAS contamination.

KPI PERFORMANCE



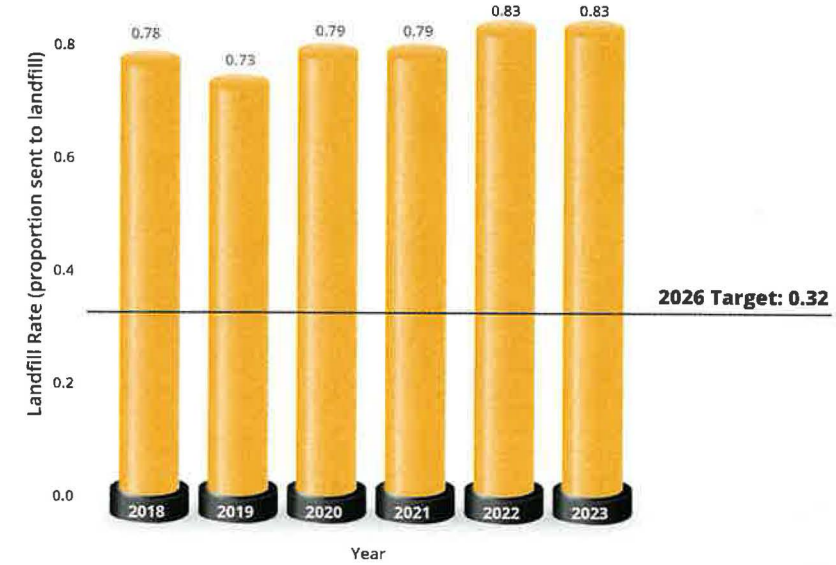
Greenhouse Gas (GHG) Emissions



Water Withdrawals



Waste Diversion



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THANK YOU