



GTAA Update: Summer Readiness, Airport Modernization Framework, and Workforce Development

June 2023

Agenda

- 1 Getting Ready for Summer 2023
- 2 Budget 2023 - Positive Measures
- 3 Airport Modernization Consultation Highlights
- 4 Workforce Development



Summer Readiness: Enhancing the passenger experience

Three areas of focus



Customer Service

Moving from one of the most shut down airport to one that is meeting growing demand while providing our passengers the experience they deserve



Terminal Revitalization

Enhanced cleaning and maintenance for our passengers. Increasing staffing to support passenger experience



Operational Efficiency

Working with partners to improve passenger processing and focus on baggage resiliency

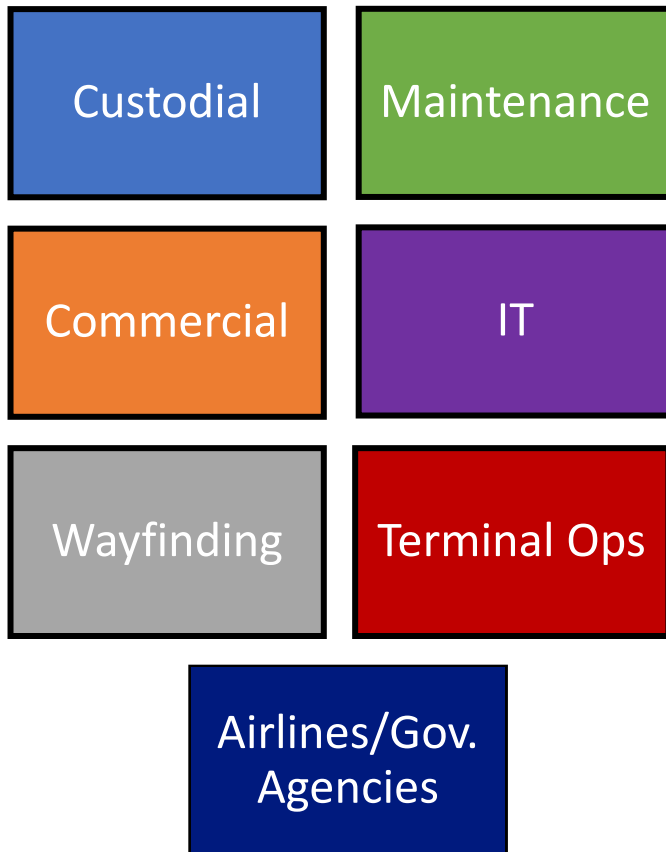
Summer Readiness: Customer Service

- **Self-service infrastructure** - New digital technology at check-in, gates and baggage areas.
- **YYZ Express** - Expanding hours for pre-booking spaces in security lines and putting it into service at every security screening point.
- **Real-time analysis** - Deploying a new customer platform and dashboard that will provide real-time analysis and insights on key customer sentiment metrics. This will give our staff better insights, flag issues for our airline partners and address service issues faster.
- **Digital mapping** - deploying enhanced digital mapping tools to empower travellers with better information as they navigate our terminals.
- **Real-time data for passengers:** Post wait times for all government agency checkpoints in the terminal and on our website. This will give our passengers better live information.

Summer Readiness: Terminal Revitalization

- **Mission:** Revitalize the appearance of the terminals to enhance the passenger departure and arrival experience

Point of Focus



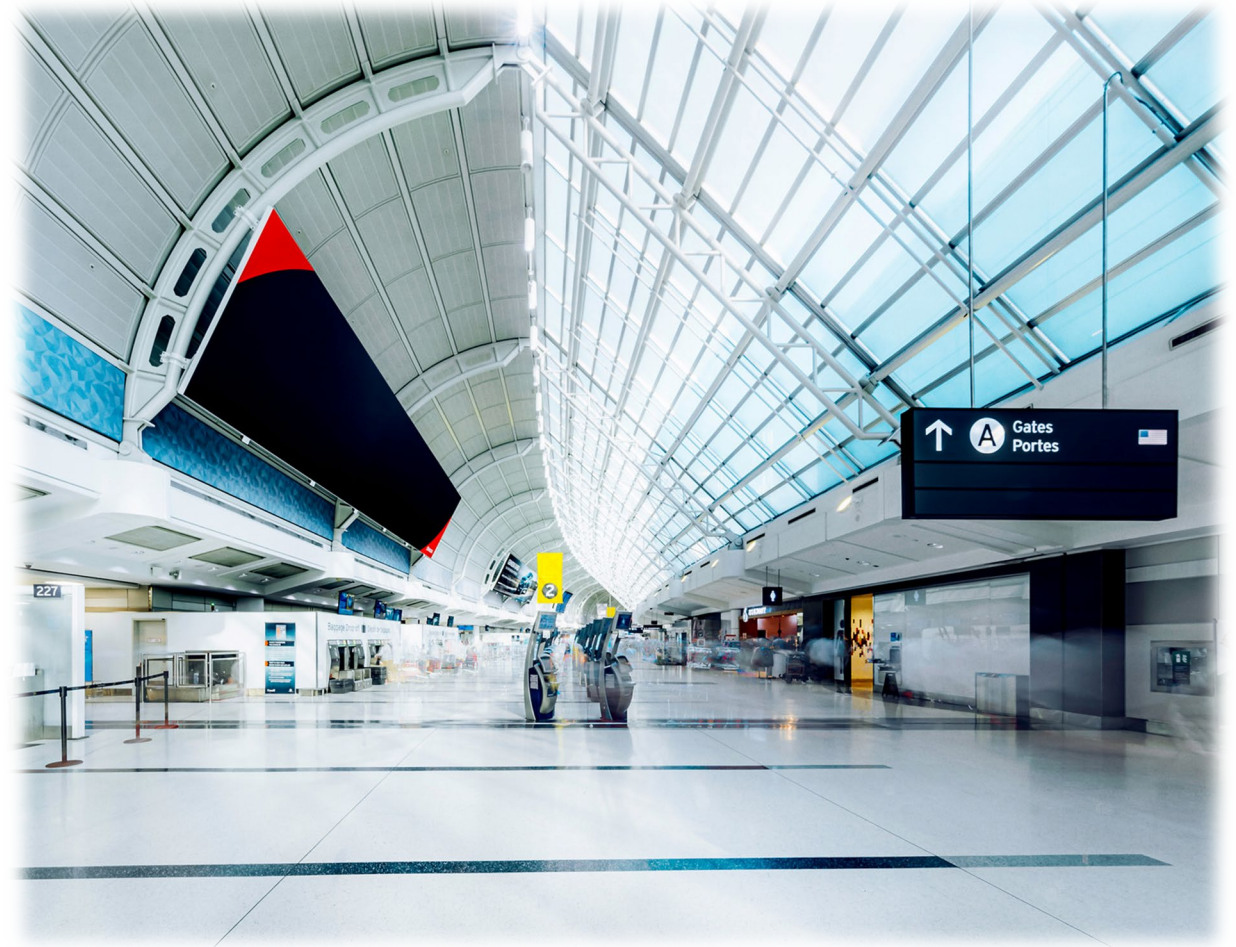
Increased staffing to support passenger services

- 24/7 passenger service reps coverage of in both terminals as well as our Welcome Team Presence (from 130-175)
- Increased IT (+40) to support to address immediate issues in real time
- Additional parking and groundside curbside management to assist passengers and manage congestion
- Establishing three teams of 30 staff to assist passengers during times of flight disruptions and irregular operations.

Summer Readiness: Operational Efficiency

Focus on flawlessly executing a well-planned summer operation for passengers

- Resiliency & contingency planning for labour shortages that have plagued the ecosystem, and are still a significant risk
- Digital solutions that improve and enhance the passenger experience
- Clear expectations about operational performance of our partners – airlines, ground handlers, government agencies



Summer Readiness: Operational Efficiency

Improving aircraft flow

- Managing runway slots, better planning with airlines, focus on OTP, improved aircraft parking, mitigating risks on runways and taxiways
- Asking airlines and their service providers to verify operational and staffing plans for regular and irregular operations

Baggage

- Working with airlines and their ground handlers on proper training and staffing availability. This will help prevent bag jam and reduce delays at check-in and departure

Agency Services

- CBSA will be bolstering its staffing with more than 175 summer students. CATSA will continue recruiting to meet or exceed 85% of passengers screened in 15 minutes or less.
- Advocacy efforts continue with USCBP to support the faster return of permanent, full-time officers to Toronto.

Accountability

- Service Level Standards - enforcing service-level standards for ground handlers.

Budget 2023 - Positive Measures

Good news for passengers:

- **Data Sharing** – Budget Implementation Act contains amendments enabling Minister to require data sharing amongst aviation partners – positive step towards enhancing the passenger journey
- **Funding for CATSA** – to reduce wait times
- **Customs Act Amendments** – Enabling border modernization through digitalization – use of facial verification for those that want to use



Airport Modernization Framework

Toronto Pearson filed a submission on April 28th for Transport Canada's consultation on Airport Modernization Framework.

We are aligned with Government and committed to:

- Bringing back consumer confidence and joy in air travel.
- Minimum service level standards for all, including airports
- Public performance reporting
- Greater consultation on airport fees and investment
- Greater innovation and digitization

Two Areas of Concern for Airports

While mostly aligned, Transport Canada is proposing two changes for airports that cause significant concern,

1. Economic regulation of airport fees, with an appeal to Canadian Transportation Agency
2. Minister to appoint the Chair of Airport Board

Why is this a concern?

- Over the next 10-15 years, Pearson **will require billions** in capital to keep pace with demand, including investments to support the transition to a green economy and to meet our net zero target
- Any **interference by government** that calls in to question our independence in the market has the potential to increase the cost of borrowing and slow investments in critical airport development to support Ontario's economy, jobs, tourism and investment
- There are other ways to address objectives, without triggering the **unintended consequences**

Labour shortages remain key risk

- Labour shortages continue to be a challenge
 - Affects government and industry partners
 - Requires collaboration to increase job security and employment value
 - Key to rebuilding trust with travellers
- A central piece of the solution is changing and reframing what are currently perceived as “jobs” with stagnant growth opportunities to “career paths” with inherent security and growth potential
 - To make the airport a destination employer, our industry must work to increase job security and reduce the conditions that lead to precarious work.
- Proposed national solution
 - Request Transport Canada to petition Labour Canada to establish higher federal minimum wage for aviation operations and safety-sensitive roles
 - Create policy supports to help airports pilot a Multi-Employer Workplace Benefits Pilot Program to offer workers security based on where they work, not who they work for.

Workforce Development

Launched Ready to Work pilot program

- The Ready to Work Pilot Program will help build a talent pipeline for the airport
- Prospective employees to obtain clearance for a RAIC and then enter a pool of pre-cleared candidates before they apply for a position
- Recruits go through four weeks of training and airport-orientation to prepare them for a job at the airport while they wait for Transport Canada clearance
- By graduation, recruits are trained, oriented, and RAIC ready for employers to hire them as soon as needed; Pearson Works team will work directly with employers to secure jobs for candidates
- Currently, we are managing a Pilot Project of three cohorts, with 75 candidates in 2023
- First cohort of 19 graduated end of April; **18 out of 19 have received job offers and 10 individuals hold the TC clearance**



Workforce Development

**Lots underway;
And the work
continues ...**

- Launched job portal that captures and lists of all Toronto Pearson jobs from the #1 job site in the world, called Indeed.
- Piloted upskilling and career development training
- Launching campaign in mid-June to highlight airport workers and support recruitment
- Hosting 'Taking Off Together' Roundtable with airport employers and workers, June 7

jobs.torontopearson.com

Toronto Pearson 



Find available airport jobs



Job title, keywords

Thank You

