

# Things that make you go hmmm *and what we did about them...*

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# About YOW

- Canada's Capital Airport
- 5 million passengers per year
- Our customers appreciate our service
- Where will we end up for 2018?

# YYZ storms = diverts to YOW

## 'Streets just couldn't dispel the water': Huge storm more than tripled downtown Toronto's rainfall record

*Within three hours on Monday, two major thunderstorms passed over Toronto, dumping a record-breaking 126 mm in rainfall at Pearson Airport*



- Peak period – gates were full
- 24 aircraft diverted (more than double our extra capacity)
  - 7,700 passengers waiting on tarmac
  - 9 flights required terminal access
  - 3 international offloads (1,500 passengers)
  - Cathay Pacific

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# ... you bring out cots



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# And Bingo was his name-o

**LOST DOG**  
#Ottawa, ON - October 5, 2018  
**\*\*PLEASE DO NOT CHASE\*\***  
**Need sightings reported!**  
If sighted, please call  
(613)282-9139 or (613)447-3502 immediately



Bingo, 1 year old male dog from northern reserve, VERY scared and in unfamiliar territory. Last seen close to Bank and Albion, Oct 6, early evening.  
Please don't chase,  
do not attempt to grab him,

- YOW is a jump-off point to Canada's North
  - Rescue dogs from northern communities several x per week
- Bingo got loose when being moved into a vehicle in the Parkade
- We used social media to communicate with volunteers

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# And Bingo was his name-o



**Freedom Dog Rescue**

October 7, 2018 · 🌐

Bingo has been found!!!!

Huge thank you to [Ottawa International Airport](#) security and staff, OPP, RCMP, Ottawa Bylaw, everyone on uplands military base including police, freedom volunteers and many of our supporters.

Thanks to all of you this sweet guy is done running the streets and on his way to his amazing foster home with his amazing foster parents who didn't give up.

This guy literally had an army trying to get him home.

Thank you so so so much from the bottom of our hearts.

We are sorry if we missed anyone as there were so many people helping us track and try to catch him.

Thank you foster dad Joe and airport security for capturing him.

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# Quintessential Canadian visitors



Beavers a herbivorous mammal weighing 35 – 77 lbs, measuring up to 4 ft from snout to paddled tail. It is primarily nocturnal and lives a **semi-aquatic life**



Hey Twittiverse! What did one beaver say to the other?  
que le premier castor a dit au deuxième?

👍 12 9:35 AM - Apr 24, 2018



Ottawa Airport @FlyYOW

Apr 24

Ha! Good one! Keep them coming!

A. @aldinaaraul

Beaver 2: I thought we were going home?

Beaver 1: Well i'll be (dam)ned

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# 13 Buddhist nuns walk into an airport...



- October 2018
  - Buddhist nuns from Prince Edward Island
  - 12-hour overnight wait
  - No hotel rooms
- Infoguide Lorraine to the rescue!

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# Their story in 4 parts



**Buddhist Nuns of PEI - GWBI**

October 5, 2018 · 🌟

## A Four-part Story of Gratitude Chapter 1: Stranded

A few days ago, a group of our nuns who were here for the summer stopped over at the [Ottawa International Airport - YOW](#) on their way home. Upon arrival, they realized there wasn't a lounge suitable for 13 people, yet all the hotels nearby have been completely booked due to the city's International Animation Festival, on top of the recent storm. With a 12-hour waiting time, they had no idea where to go or who to turn to.



**Buddhist Nuns of PEI - GWBI**

October 6, 2018 · 🌟

## A Four-part Story of Gratitude Chapter 2: A Ray of Hope

Lorraine, a lady presumably in her sixties at the Information Desk, patiently went through everything on her list, from hotels near and far to youth hostels, and even politely asked if we would mind staying at the YMCA. When she found out that we had no back-up plan other than spending the night at the airport, she personally called up airport authorities and found a lounge on the third floor suitable for our numbers. After showing us the way, Lorraine assured us that we could move any piece of furniture in the room to suit our needs.



**Buddhist Nuns of PEI - GWBI**

October 7, 2018 · 🌟

## A Four-part Story of Gratitude Chapter 3: New-Found Warmth

Had we not been such a large group, she'd even offer up her own home for the night, saying that she'd done the same for a Mexican traveller in the past. After making sure that we had enough in our carry-on to keep ourselves warm, she pointed out the nearest Tim Hortons where we'd be able to find something hot. She even warned us of the group of tourists coming in at five. Before leaving for the day, Lorraine stopped by to check up on us and said we could call her any time should we need any assistance.



**Buddhist Nuns of PEI - GWBI**

October 8, 2018 · 🌟

## A Four-part Story of Gratitude Chapter 4: A Gentle Nation

Although exhausted, Lorraine's act of kindness deeply touched each and every one of us, especially at a time when we needed it the most. Master Zhen-Ru once said that Canadians are extremely kind. After our encounter with Lorraine at the [Ottawa International Airport - YOW](#), a place where she's dedicated herself to for the past 12 years, we couldn't agree more.

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# Airport makes young dreams come true



- This is Sheldon
- Sheldon loves airports
- Sheldon wanted to have his birthday party at the airport
- We gave Sheldon a party to remember!

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# We're havin' a party!



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# She said si!



flyyow Joe proposed to Laura when she arrived from Moncton today, and she said YES! ♥ Joe a demandé la main à Laura à son arrivée de Moncton, et elle a dit OUI!

#YOW #proposal #proposals #love #ido #ottawa #airport #shesaidyes #airportlove mom2alexandtheo The BAND!!!! lol That is soooo sweet

amandaleighj1 @hehearn

hehearn @amandaleighj1 you want the balloons too? You do lol

amandaleighj1 @hehearn I definitely want the mariachi band!

samantula613 @ecenator

ecenator @samantula613 very sweet 🍷

ry.an.ll.oy.d The mariachi Ed Sheeran!!!

xxmellumama has the band here



137 likes

OCTOBER 17, 2018

- When you get a request to host a proposal, complete with a Mariachi Band, you say si
- Thankfully, so did she!

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# Missed opportunities = lessons learned



- When you receive an email from a member of the community who has done something cool...
  - You find a way to say yes!
  - Think about the goodwill you can build
  - Be an enabler
  - Get cool socks?

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# Questions?

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