

COUNT *on* PEARSON

*Enabling 21st Century
Passenger Processing*

Howard Eng, President and CEO
Greater Toronto Airports Authority



Toronto Pearson



49.5M passengers in 2018

1997-2013

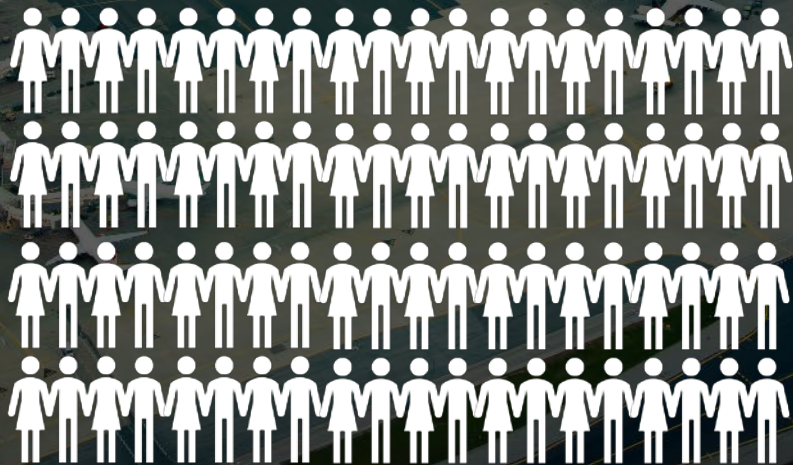
10M passengers in 16 years

2014-2017

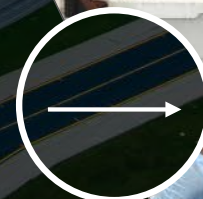
10M passengers in 4 years



40M passengers in next 20 years



2017-2037



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Our global rank



Destinations Served - 10th (181)



International Passengers
2nd only to JFK in North America

5th Most Connected Airport in the world



Passengers
10th in North America
31st Globally

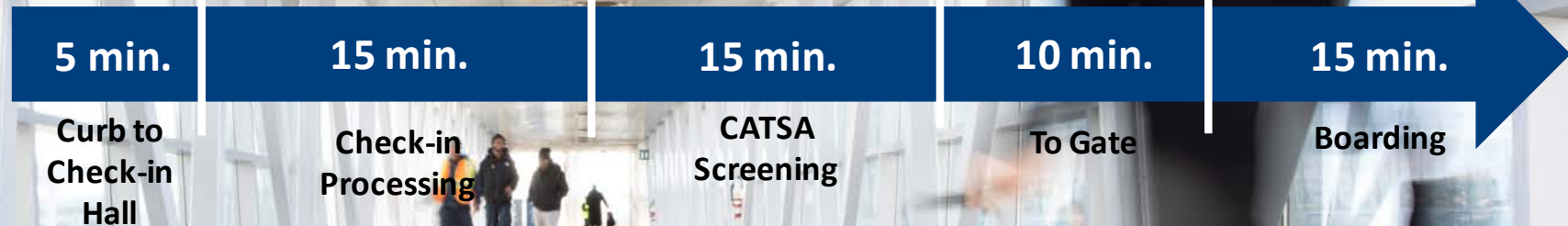


International Routes - 1st (163)

Our focus is FLOW

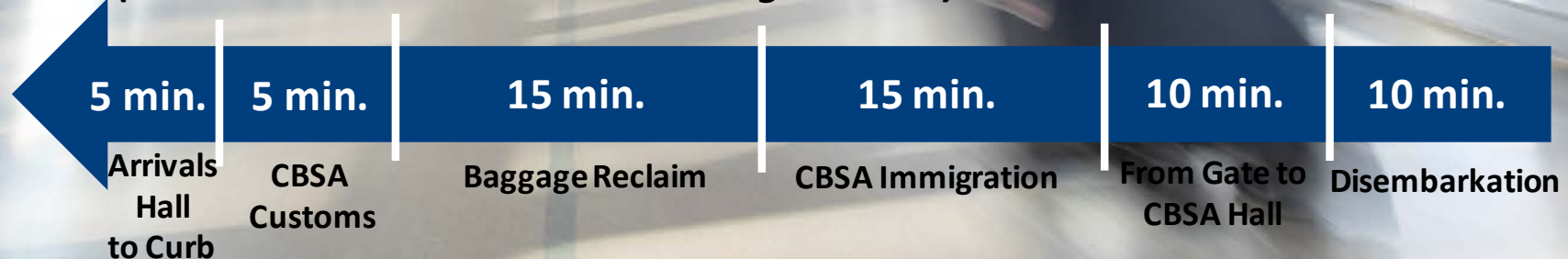
Departures

ICAO Service Standard = 60 min. Curb to Aircraft



Arrivals

ICAO Service Standard = 60 min. Aircraft to Curb (45 min. Disembarkation to Clearing Customs)



Security processing times at world class airports is 95% in 5-10 minutes.

At Pearson, 20.48M passengers were screened by CATSA in 2018

- Achieved year end processing average of **93/15**.
- YTD 2019 – Average of **95%** of passengers screened in **15 minutes** or less.
- GTAA invests ~**\$11 million/year** to top up government funding.



Preclearance at Toronto Pearson has been in place for 65 years

20 <VISAS> 21

58 U.S. cities
253 daily flights
7.2M passengers
precleared in 2018

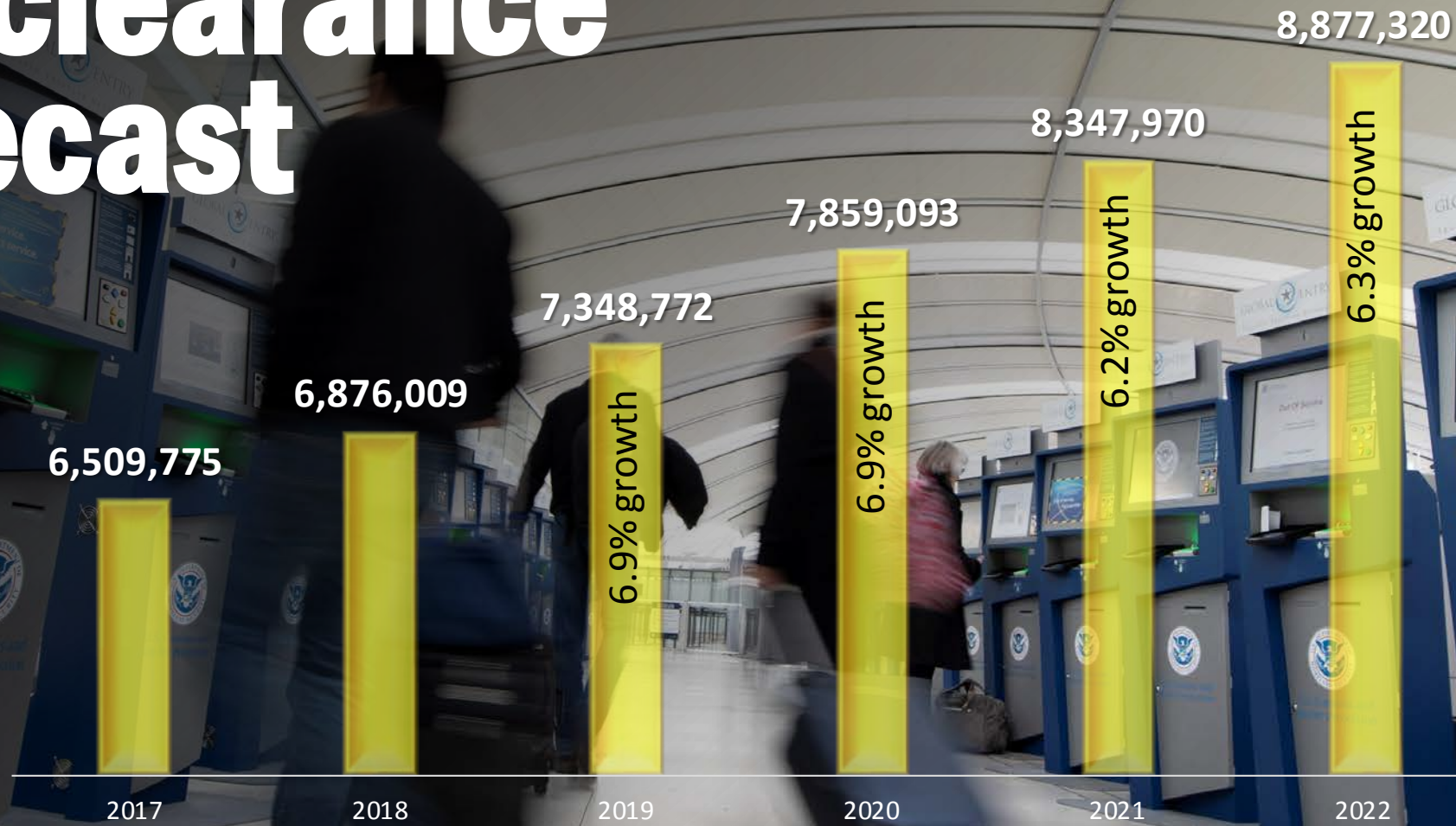
Niagara Falls, Ontario
LES CHUTES NIAGARA, ONTARIO

THIS PASSPORT CONTAINS 16 PAGES
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Pearson is CBP's 4th largest air port of entry into the U.S.

Preclearance forecast



Opportunities to manage growth

New Technology

Canadian airports including Toronto, Vancouver and Montreal are working with CBP on opportunities that could include the use of 1:1 facial matching.

Planning for new facilities

Design work underway on new CBP processing spaces to support new terminal spaces, growth, and implementation of technology.

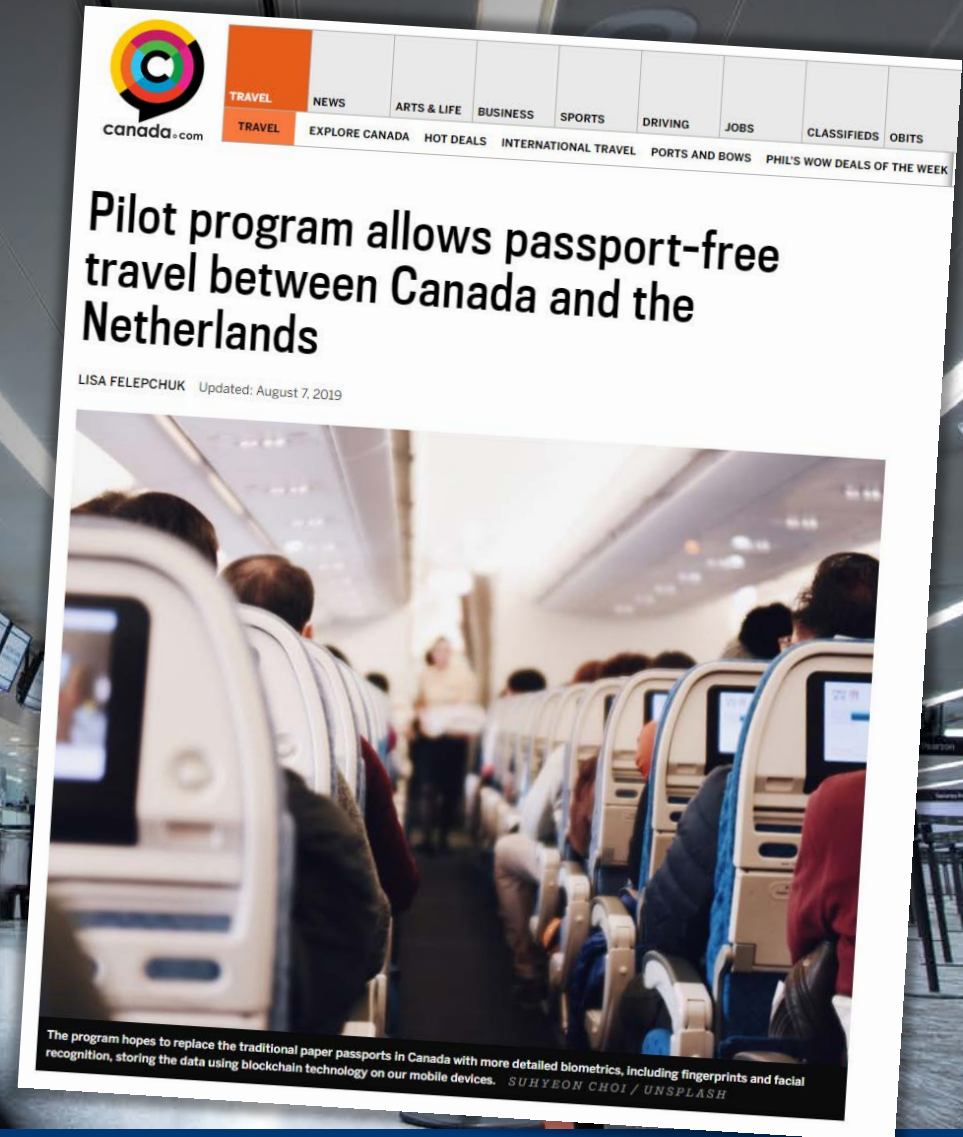


Known Traveller Digital Identity

KTDI is a World Economic Forum initiative and first of its kind, enabling more secure and more seamless travel that benefits both travellers and the travel industry.

KTDI enables consortium partners to access verifiable claims of a traveller's identity data so they can assess their credibility, optimise passenger processing and reduce risk.

Pilot program to be underway at Toronto, Montreal and Amsterdam in 2020.



Improving arriving/ connecting flow

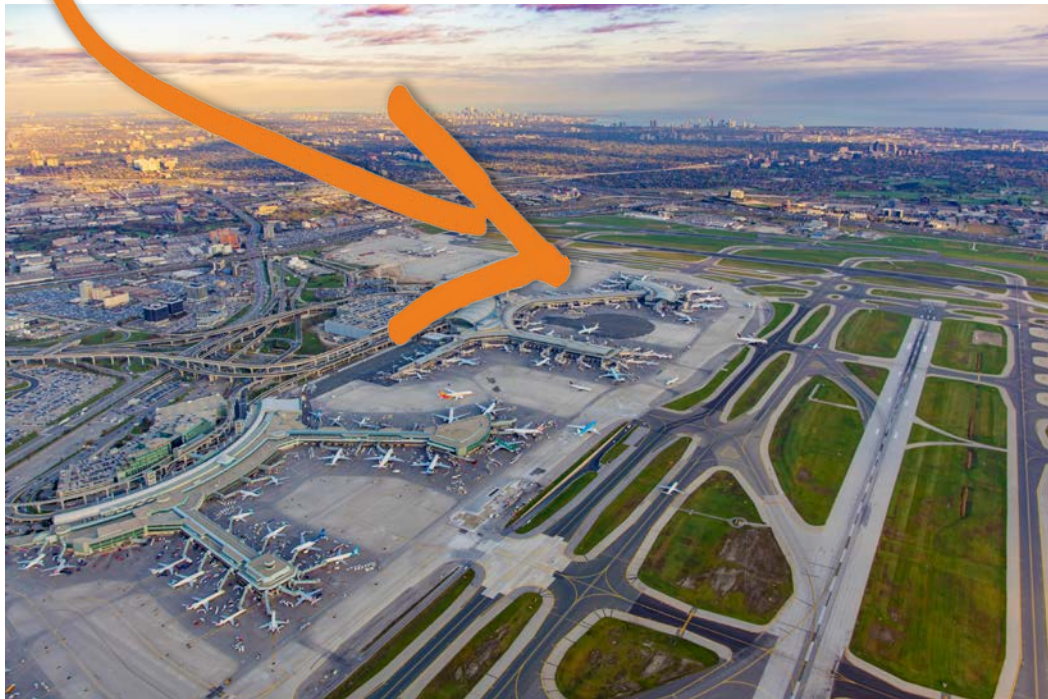


Arriving passengers can now use any of 200+ available kiosks to clear CBSA checkpoints.

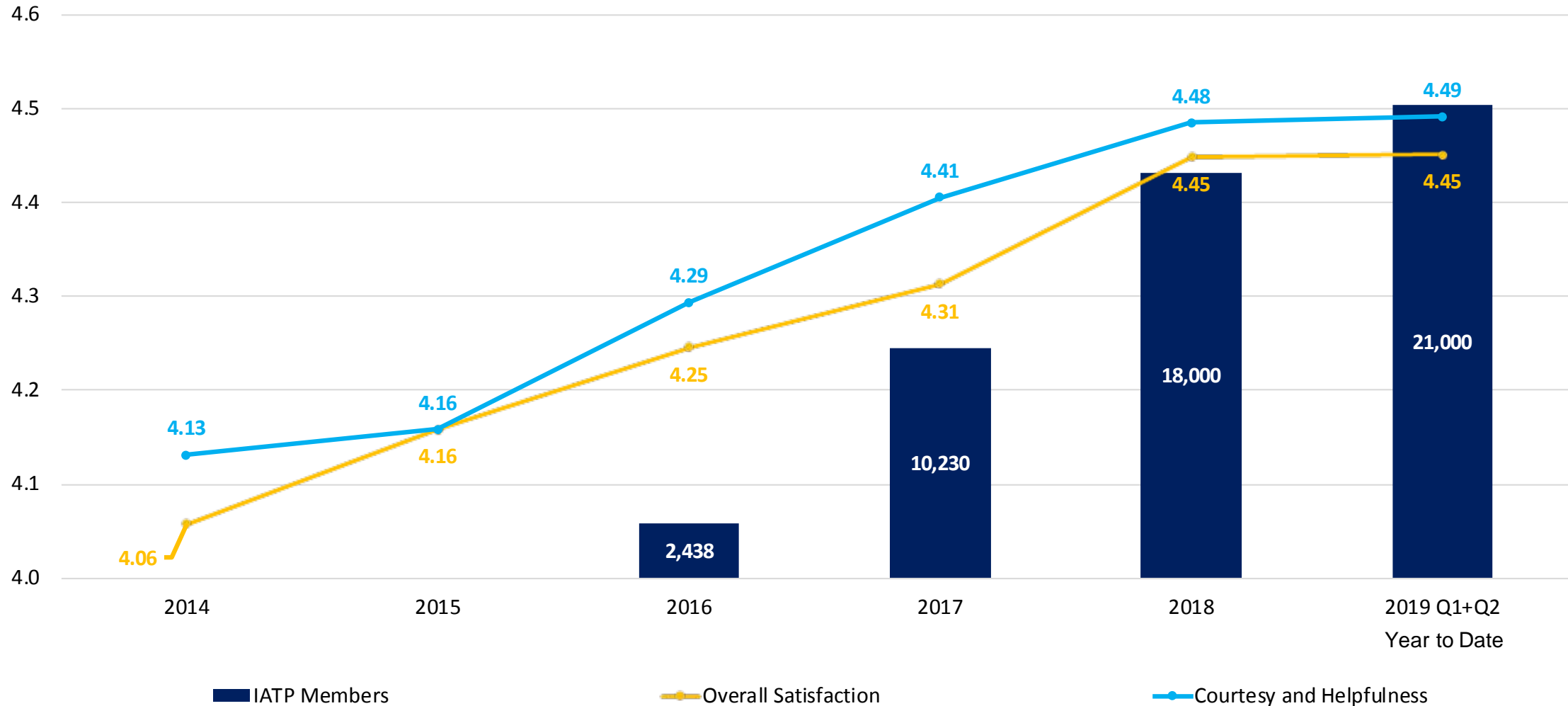
International-to-Domestic Passenger and Baggage Connections program - passengers arriving from designated European and U.S. cities proceed to domestic connecting flights without being re-screened or having to pick up bags.

International-to-International program - passengers arriving in Terminal 1 from outside Canada and are connecting on the same day to other international (non-U.S.) destinations can use a kiosk without seeing an officer. Over 600,000 passengers took advantage of the program in 2018.

A-CDM
@YYZ



The results so far...



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