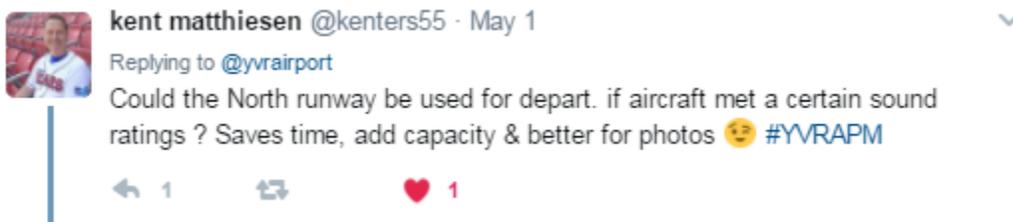


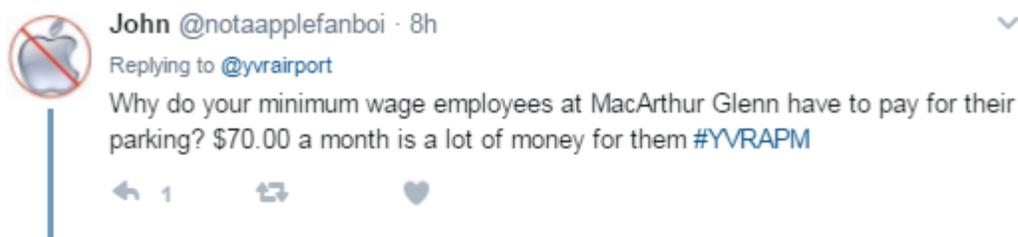
2017 Annual Public Meeting Questions

Thank you for submitting your questions for the Vancouver Airport Authority's 2017 Annual Public Meeting. Engaging with our community is important to us and as BC's airport it is our responsibility to ensure you have the opportunity to tell us how we can better serve you. All questions received from Twitter, Facebook and emails have been answered below. If you have any further questions please email community_relations@yvr.ca.

Questions received on Twitter



A: We have a commitment to our community to restrict the use of the North Runway to specific times of the day. During our peak periods we do adjust these times to help manage capacity and efficiency. As we continue to grow we will look to utilize this runway further.

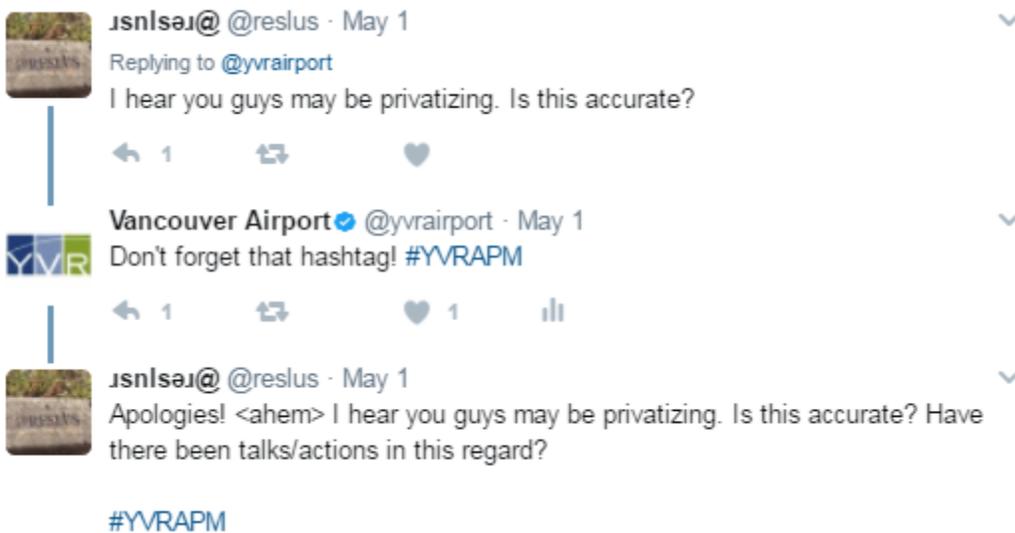


A: Parking capacity on Sea Island is at a premium. To be able to provide adequate parking options for passengers, the public and employees, we have a number of designated parking lots. YVR does require the employees of our tenants to park in designated areas, such as the Templeton Parking Lot. We also offer competitive parking rates in the employee lots that are the lowest in the country and have not been increased in the last ten years.

This ensures there is enough parking for all. Additionally, YVR invested \$300 million in the Canada Line on Sea Island to ensure that there is easy access on transit for employees.



A: We value the strong relationship we have with our local plane spotting community. We are currently looking at our amenities as part of our Master Plan process. We have identified the desire for upgraded plane spotting facilities. We will keep you posted on future plans. In the meantime, keep snapping those photos and sharing online. You contribute greatly to our local aviation conversation.



A: YVR is a private not-for-profit organization, which means all revenues we earn are reinvested back into airport. The federal government is currently contemplating selling Canada's major airports to private investors thus turning Canadian airports into for-profit enterprises. We strongly oppose the recommendation to move major Canadian airports to a share capital structure and believe it would increase costs for passengers and airlines and would decrease quality of service and overall competitiveness of the airport. To learn more, visit www.noairportselloff.ca to see how you can share your voice on this important topic.

Questions received on Facebook



Cameron Jones When Is International Arrivals going to get more Carosules as we are at capacity, I work for NZ at have always have problems with getting a Carousel in the summer.

Like · Reply · Message · 1 · Yesterday at 3:26pm

A: We appreciate you bringing this to our attention. We are not aware of any issues relating to a shortage of available carousels in the summer, but will look into this further with our airline partners.



Ian Adnams When will you pave the cell phone lot? I almost lost my car in one of the potholes!

Like · Reply · Message · 2 · Yesterday at 3:32pm

A: Sorry to hear that. We are beginning our spring and summer maintenance which will include patching holes in the cell phone parking lot.



Hans Wantke With rising sea levels expected, how is YVR going to prepare?

Like · Reply · Message · Yesterday at 3:22pm

A: We are currently implementing a multi-year program to raise our dyke levels to 4.7 metres geodetic—a new height standard—and we are partners in the regional lower Fraser River flood management strategy. We also plan to develop a Climate Change Adaptation and Risk Management Plan to help us ensure resiliency of our planning, policies and systems.



Tom Nordlund Somebody mentioned that the tower is shown in this picture actually has no air traffic controllers inside. The building that they are housed is a fortified building in Richmond. Is that true?

Like · Reply · Message · Yesterday at 4:02pm

A: I can assure you that NavCanada operates out of the air traffic control tower at YVR and there are many air traffic controllers working there daily.



رضوان سيجتى Long Taxi Line Ups to Petro Canada Gas station. holding up traffic

Like · Reply · Message · Yesterday at 3:35pm

A: Thank you for your feedback. We meet with our taxi operators on a monthly basis and one item that has been discussed recently is looking at a better system to call fewer taxis to the curb more frequently to help manage this issue. We will be trialing a new system this summer.



Jennifer Bordignon The facility where the passengers connect from intl/dom to USA is inadequate. Often passengers are lined up in such a small area...will this space improve? YVR relies heavily on connection traffic. Carol Fisher

Like · Reply · Message · 21 hrs

A: We understand that there are constraints to this space and as we move forward with our Master Plan and Capital Plan, we will be looking for opportunities to help improve capacity and efficiency.



Onlyherefor Thefamily Opening up the north runway for arrivals 1/2 hour earlier at 6:30 am would alleviate departure delays experienced most mornings. Can you open this runway earlier to increase efficiency and decrease delays?

Like · Reply · Message · 18 hrs

A: We have a commitment to our community to restrict the use of the North Runway to specific times of the day. During our peak periods we do adjust these times to help manage capacity and efficiency. As we continue to grow we will look to utilize this runway further.



Gregory Townsend In international departures you have a important doggy bathroom. Why not do the same for domestic departures it would be appreciated for frequent flyers with their 4 legged friends

Like · Reply · Message · 19 hrs

A: We were thrilled to launch our first dog relief area in US departures last year, and are currently reviewing opportunities to implement this in other areas of the terminal.



Wayne Freeman Why does it take so long for luggage to get to the carrasel. Sometimes even an hour. This is mostly at international. When i go to the philippines theres no waiting.

A: Thank you for sharing your insights. We have one of the most accurate and advanced baggage systems in the world and are constantly updating them to ensure we provide the most efficient operation for our customers and airline partners. While YVR manages the baggage system, airlines are responsible for the handling of bags from the aircraft to the carousel.



Thomas Bernhard Krenn Are there any other A380 coming to Vancouver in the future? And will Austrian Airlines ever come to YVR? 😞

Like · Reply · Message · 18 hrs

A: We are always looking for opportunities to bring more airlines and destinations to YVR. As you may have read in our 2016 Annual & Sustainability Report we had a record breaking year with new carriers and news destinations – everywhere from Brisbane to Delhi to Dublin. We would love to see more airlines and aircraft – including the A380 - operate from YVR.



Jeff Ross no question...i just wish a viewing area was built to watch the big ones land...south side just doesn't do it anymore as most jet liners land on the north side now

Like · Reply · Message · 2 · 20 hrs



Jivan Singh Johal Viewing platform for the north side please. Time for an upgrade from the dirt hill

Like · Reply · Message · 2 · 21 hrs



Kim Pasacreta Viewing platform for the north runway area???

Like · Reply · Message · 3 · Yesterday at 3:48pm

A: We value the strong relationship we have with our local plane spotting community. We are currently looking at our amenities as part of our Master Plan process. We have identified the desire for upgraded plane spotting facilities. We will keep you posted on any future plans. In the meantime, keep snapping those photos and sharing online. You contribute greatly to our local aviation conversation.



Brad Williams I am a Nexus member, why is the Nexus line for us not always open? Especially first thing in the morning.

Like · Reply · Message · 1 · 21 hrs

A: What I believe you are referring to is our FasTrack lane which n=Nexus members are eligible to use. These lanes are open during our peak periods to help manage passenger volumes.



Jaiysun Benson How about more restaurants on the departure side of the airport? Security gates that stay open longer? Lookout points to view all aspects of the airport

Like · Reply · Message · 1 · Yesterday at 3:55pm

A: We've been hard at work getting new offerings in place that meet the needs of our customers. In the International Terminal we opened LIFT Bar and Grill at the end of 2016 and we just opened Freshii in the International food court in May. We will be opening up more food and beverage options later this year so stay tuned for those announcements.



Dan Niel Why is YVR the airport with the highest fees in North America?

Like · Reply · Message · Yesterday at 3:57pm

A: YVR actually has the lowest Airport Improvement Fees (AIF) of any major airport in Canada at \$5 for people travelling in BC and the Yukon and \$20 for passengers travelling outside of BC.



Sanjay Chivakula Are we going to have a connection to Bangkok any time soon? That's one important destination that's missing direct connectivity from YVR.

Like · Reply · Message · 18 hrs

A: We are always looking for opportunities to bring more airlines and serve new destinations from YVR. We would love service to Bangkok and welcome any carrier willing to offer it!



Jennifer Bordignon Is YVR going to get a fitness centre?

Like · Reply · Message · 2 · 21 hrs

↳ 2 Replies · 52 mins

A: Opportunities to build a new fitness centre will be considered as we continue to develop infrastructure on Sea Island. There is a fitness centre available at the Fairmont Airport Hotel.



Ryan Kirby More Tim Hortons?

Like · Reply · Message · 9 hrs

A: We are working on getting new offerings in place that meet the needs of our customers. We currently have five Tim Hortons located both before and after security.



Ethan Larsen Will Emerites ever come?

Like · Reply · Message · 20 hrs

A: We are always looking to add more airlines, though we do have to work within some restrictions. In the case of Emirates, the current bi lateral restricts the airline to flying to Canada three days a week. Currently Emirates has used those three days to fly to Toronto.



Tim Kaysan Can we do more spotting events supported by the airport

Like · Reply · Message · 19 hrs

A: We held our inaugural YVR Plane Spotters Picnic in April and will be looking for more opportunities to host our plane spotter community in the future. Keep following YVR on our social channels for more information on the next gathering.

Questions received by Email

From Sandra Hum

1. Why are McArthurGlen Designer Outlet retail store employees not permitted to park in the McArthurGlen parking lot while McArthurGlen customers, administration, security and maintenance employees park there for free?
2. Retail employees are also McArthurGlen customers. If I park in the Outlet parking lot while I'm shopping will my car be towed because I'm a retail partner employee?

McArthur Glen customers, administration, security and maintenance employees all park for free in the Outlet Mall Parking lot but McArthurGlen retail store employees are not permitted to park there. I feel discriminated against as if I am a second-class citizen!

I know of no other retail mall that creates such division amongst the people who work and shop there, those who park for free close to the mall and those who must pay \$69.88/month at the YVR employee parking lot and walk between 0.5km & 1 km to their place of business.

Since opening in July 2015 store employees who need to drive to work have parked in an unauthorized area south of the mall. On May 1st that option was taken away. We all know that Retail is not the most highly paid vocation and many work only part time so the \$69.88 monthly parking fee takes a big bite out of our (after tax) income.

On May 1st 2017 Retail Consultant David Ian Gray stated on CBC Radio Early Edition Show, "...easing staff transportation pressures makes good business sense. A knowledgeable, happy, engaged employee begets a really good customer experience and customer satisfaction. If employees are now getting stressed about finding ways to get to work, that means you're less likely to retain good employees."

A: Parking capacity on Sea Island is at a premium. To be able to provide adequate parking options for passengers, the public and employees, we have a number of designated parking lots. YVR does require the employees of our tenants to park in designated areas, such as the Templeton Parking Lot. We offer competitive parking rates in the employee lots that are the lowest in the country and have not been increased in the last ten years. This ensures there is enough parking for all. Additionally, YVR invested \$300 million in the Canada Line on Sea Island to ensure that there is easy access on transit for employees.

From Jeffrey F

1. Why are the arrows, lines and handicap logos at DTB not painted as it has been at least 2 years since they were last done?
2. The roadway between DTB and ITB continues to be used by businesses in DTB to then wheel their stuff between locations blocking traffic and being disruptive in doing so.
3. The taxi's continue to line up outside of the entrance to the ITB arrivals area all the way to the petro-canada blocking incoming traffic from entering the passenger pickup area, I thought the weeds were the area the taxi's were to wait at until they are summoned to come in for passengers.
4. Taxi's at DTB are never there and seem to be in short supply and no one seems to be there to manage this.
5. Passenger pickup zone at DTB is always a mess and cars are not monitored or directed by staff at all. Too many cones are up not allow people to park when needed causing people to double and triple park making it very unsafe for traffic to flow.
6. Lack of security outside of DTB, it seems very lax and the impression is a bomb or device could easily be planted or brought into the terminal without anyone knowing at any time as security has never been so lax.

Monday thru Friday I drive my wife to the airport and drop her off and pick her up at YVR DTB arrivals outside and everyday it is crazy how lax and disorganized it seems. For an airport that has won so many awards this is embarrassing that they have never seen this part as we could lose that award I feel if we do not resolve some or all of the issues I raise above,

A:

1. *Thank you for your feedback. Road maintenance, such as painting is performed every spring and summer. We have been slightly delayed this year due to the heavy rainfall, but this work will be taking place over the next few months.*
2. *We appreciate you bringing this to our attention. We are not aware of any traffic issues on the roadway between the Domestic Terminal and International Terminal , but will look into this further with our business partners.*
3. *We meet with our taxi operators on a monthly basis and one item that has been discussed recently is looking at a better system to call fewer taxis to the curb more frequently to help manage this issue. We will be trialing a new system this summer.*
4. *We aim to have a minimum of two taxis available at all times. This summer we will be increasing the space available for taxis on the curb to help service the additional demand during our peak periods.*
5. *Thank you for your feedback. We recognize this is an issue. We have staffed the curb throughout the day during peak periods to better manage the flow and we are also encouraging the public to use the free Cell Phone Parking Lot to wait for their friends and family before coming to the curb. This helps with overall congestion on the curb.*
6. *Safety is the number one priority at YVR. Our curb is well monitored by both security and RCMP. We also have additional security cameras that survey the area.*

From Matt L

I am wondering about how you are going to deal with drone usage around the airport. I understand that YVR has already established a drone response plan and I've seen signs posted around the airport, however I haven't found much information online as to how you are going to manage the threat of drones. Are the current safety measures adequate? With the increasing popularity of drones, are the current measures able to manage future hazards in-order to ensure safe operations at YVR?

On a related note, I was told by a YVR employee that the new roadside barriers and No Parking signs along 26R are a deterrence against drone usage near the airport. Are you looking at providing approved plane-spotting locations for the north runway?

A. Safety is at the core of everything we do at YVR. With the growing interest and availability of drones we want to get as much information as possible out to the public and be leaders in drone safety awareness. We were the first airport to partner with Transport Canada and post No Drone Zone signage around the airport and we are asking drone users to use common sense when flying drones; do not compromise safety of the travelling public by flying a drone near the airport.

It is the responsibility of new operators to learn how to fly their drone safely and legally. Flying any unmanned aircraft within 9 km of an airport is illegal and is subject to fines.

From Michelle T

On page 66 of the annual report there is a note regarding an \$11.1 million fee. The note says the fee "is no longer discretely charged and is now incorporated into our ConnectYVR rates and charges program."

Can you describe what the fee is for and why it was moved from non-aero revenues to now being incorporated into aero revenues?

A: Prior to 2016, the fee was a security fee for airlines that was used to cover a portion of costs related to maintaining the primary security line. We restructured this fee in 2016 to consolidate it into the post-security fee in the ConnectYVR rates and charges program. Prior to 2016 we had classified this as non-aeronautical revenue but when it was consolidated into the ConnectYVR rates and charges program, it then became aeronautical revenue.