

Airline Operators Committee

September 24, 2025



Agenda

<u>Topic / Activity</u>	<u>Timing</u>	<u>Key People</u>
Review of Action Items	5 mins (12:30pm – 12:35pm)	Matt Fischer
Monthly Review of OTP	5 mins (12:35pm – 12:40pm)	Wayne Finkle
Baggage Service Update	10 mins (12:40pm – 12:50 pm)	Dan Riddle / Mike Dyl
SSBD RFP Update	10 mins (12:50pm – 1:00 pm)	Logini Sivadasan/Juan Rojas
Terminal Updates	10 mins (1:00pm – 1:10 pm)	Amaury Godin/Brittany Mitsiopoulos

On-Time Performance

KEY PERFORMANCE INDICATORS (KPIs)	TOTAL PERFORMANCE	TREND																		
On-Time Performance (OTP) % of flights arriving & departing ±15 mins of slot time Target 70%	65%	<table><tr><th>Period</th><th>1</th><th>2</th><th>3</th><th>4</th><th>5</th><th>6</th><th>7</th><th>8</th></tr><tr><td>OTP (%)</td><td>59%</td><td>50%</td><td>61%</td><td>66%</td><td>68%</td><td>65%</td><td>63%</td><td>65%</td></tr></table>	Period	1	2	3	4	5	6	7	8	OTP (%)	59%	50%	61%	66%	68%	65%	63%	65%
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Inbound Baggage Delivery (IBD) * % of flights with last bag delivered ±30 mins NB & ±50 mins WB Target 85%	65%	<table><tr><th>Period</th><th>1</th><th>2</th><th>3</th><th>4</th><th>5</th><th>6</th><th>7</th><th>8</th></tr><tr><td>IBD (%)</td><td>66%</td><td>62%</td><td>69%</td><td>72%</td><td>73%</td><td>72%</td><td>70%</td><td>65%</td></tr></table>	Period	1	2	3	4	5	6	7	8	IBD (%)	66%	62%	69%	72%	73%	72%	70%	65%
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Check-in Performance * % of passengers with wait time ≤15 minutes Target 95%	90%	<table><tr><th>Period</th><th>1</th><th>2</th><th>3</th><th>4</th><th>5</th><th>6</th><th>7</th><th>8</th></tr><tr><td>Check-in Performance (%)</td><td>91%</td><td>88%</td><td>95%</td><td>93%</td><td>94%</td><td>91%</td><td>92%</td><td>90%</td></tr></table>	Period	1	2	3	4	5	6	7	8	Check-in Performance (%)	91%	88%	95%	93%	94%	91%	92%	90%
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No Crew Events # of arrival gate delays due to absence of ground crew	721	<table><tr><th>Period</th><th>1</th><th>2</th><th>3</th><th>4</th><th>5</th><th>6</th><th>7</th><th>8</th></tr><tr><td>No Crew Events</td><td>1,329</td><td>1,084</td><td>695</td><td>884</td><td>779</td><td>772</td><td>924</td><td>721</td></tr></table>	Period	1	2	3	4	5	6	7	8	No Crew Events	1,329	1,084	695	884	779	772	924	721
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Thunderstorms and TMI's on 17, 22nd August

Baggage Services Updates

Baggage Program Updates

- Carousel Management
 - Reduction in number of daily calls being seen but still quite high
 - Formal expectations document complete and distributed to all airlines/ground handler
 - Expectations being reviewed for integration into the Pearson Standard
- SmartClear Update
 - Site Acceptance Testing completed
 - Dry Run for Deployment of ITD & BIWIS completed
 - BIWIS Go Live – T1 – Sept 29 / T3 – Oct 2
 - ITD Go Live – Oct 15

Baggage Program Updates

- Oversize Baggage Scanning & Carry Down
 - Hand scanners being deployed to CATSA agents
 - Hand scanner will provide BPM message
 - Hand scanner will notify Common Handler of carry down item

Baggage Projects Updates

- Oversize Replacement Program

- Terminal 3 – OS4 – September 9 – October 7
- Terminal 1 – OSO1-4 – September 25 – October 10
- Terminal 3 – OS6 – October 13 – November 15
- Terminal 1 – OSO2-13 – October 20 – November 21
- Terminal 3 – OS7 – November 17 – December 22
- Terminal 1 – GCI – November 24 – December 22

- Carousel Replacement Program

- Terminal 3 – CI4 (Carousel 8) - September 15 – November 30

SSBD RFP Update

Project Scope

- Replace all SSBDs (Self-Serve Bag Drop) in T1 and T3 with the current versions of industry standard SSBDs, inclusive for hardware and software.

Current Status

Contract Negotiations:

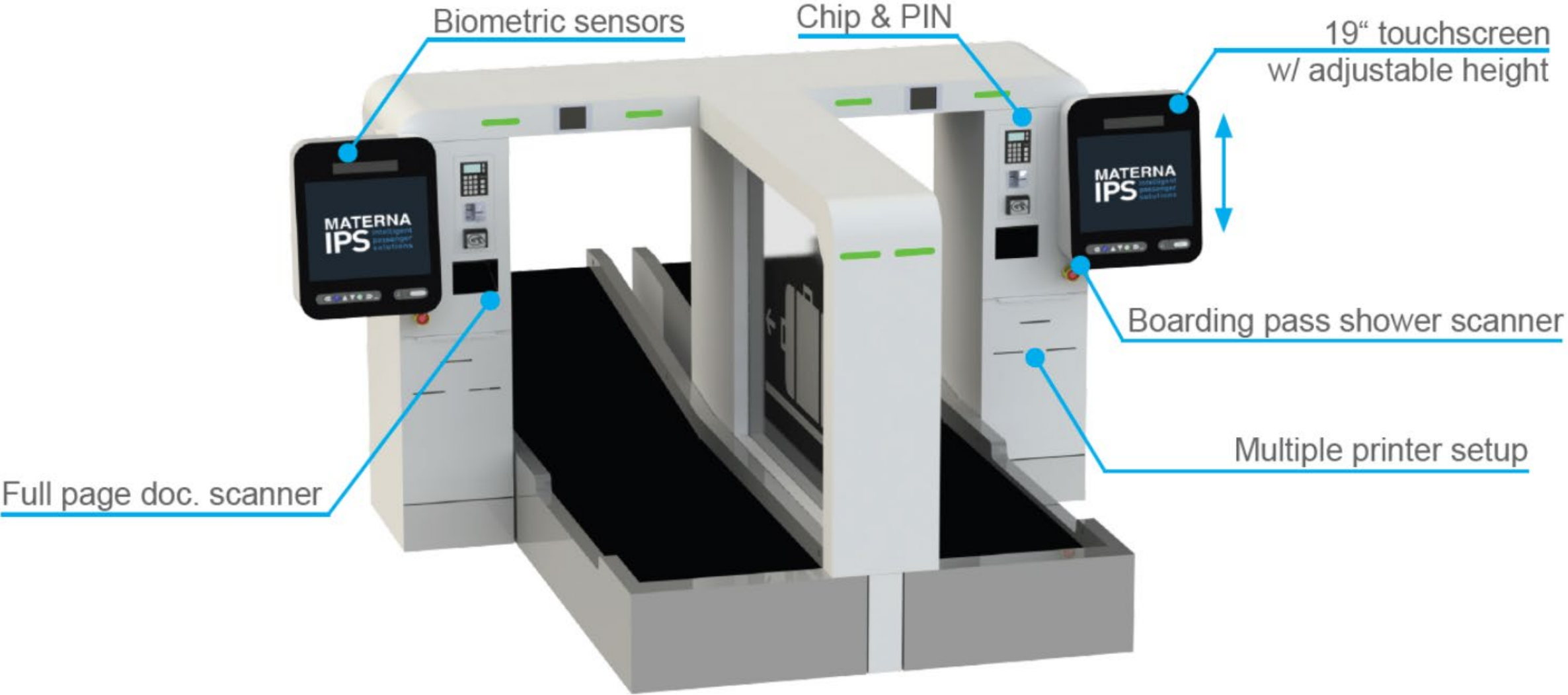
- Final contract - September 15th
- ECC approval - September 18th
- Contract Signing – September 25th

Next Steps

- Working Group – August/September
- Airline Consultation – October/November
- Design and Procurement – October
- Replacement of SSBDs in T3 – 2026, 2027
 - ❑ Start with T3 TB SSBDs in Q1 2026
 - ❑ Remaining T3 SSBD in 2026/27
- Replacement of SSBDs in T1 – 2027, 2028



Future of SSBD's



Terminal Operations Updates

Terminal Operations Updates

- The new Airport Custodial & Waste Management (ACWM) contracts take effect October 1, 2025. These performance-based agreements set higher cleanliness standards, faster response times, stronger Service Level Agreements (SLAs), and a more passenger-focused approach to service delivery.
- ACWM contractors: Dexterra (T1) and Best Service Pro (T3). For cleaning concerns please continue to call 416-776-3055.
- Issuance of Pearson Standard liquidated damages is on hold until end of 2025.
- International To Domestic (ITD) program onboarding has resumed
- Elevator BH33 is being reactivated, with work scheduled for completion by the end of November



Thank You

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