



**An allocution by the
President and CEO
of the
Ottawa Macdonald-Cartier
International Airport Authority**

**Une allocution du
Président et chef de la direction
de
l'Administration de l'aéroport international
Macdonald-Cartier d'Ottawa**

Paul Benoit

At the Authority's Annual Public
Meeting

Held on May 11, 2006
At Tudor Hall, Ottawa

À l'occasion de la réunion publique
annuelle

Tenue le 11 mai 2006
Tudor Hall, Ottawa

**PLEASE CHECK AGAINST DELIVERY
VEUILLEZ VOUS REPORTER À L'ALLOCATION**

Good afternoon, everyone. Thank you for taking the time to join us this afternoon.

I would like to take the next few minutes to tell you about some of the highlights of 2005.

L'aéroport et l'Administration de l'aéroport ont remporté plusieurs prix importants, tant sur le plan international que régional, et nous en sommes très fiers.

Last summer, when energy consumption in Ontario peaked at high levels, the Airport Authority took several measures to reduce consumption and conserve energy.

While the measures such as turning the air conditioning down a few degrees, reducing lighting in the terminal, and shutting off major power consumers such as the waterfall may seem trivial, we actually reduced consumption by as much as 30% during peak periods.

In the fall, the Authority was honoured by Airports Council International – North America for an environmental program that was developed and tested in Ottawa.

Our glycol bio treatment system, which protects the Rideau

River and its local tributaries from the damaging effects of fluid which contains ethylene glycol, was chosen by Airports Council International – North America to receive its Environmental Award.

It is a really creative solution - in a nutshell it involves introducing bacteria into a sophisticated system that captures ethylene glycol impacted water in the winter, and turns it into a form of vinegar before it is released.

Yvon Larochelle, directeur des services environnementaux et son équipe méritent d'être félicités pour leur innovation et leur engagement envers l'environnement.

We also received the Award of Excellence, Urban Elements in the City of Ottawa's Urban Design Awards competition, and the International Illumination Design Award from the Illuminating Engineering Society of North America for the terminal's lighting design.

Earlier this year, we were notified of another set of awards that makes me extremely proud.

En 2004, l'Administration de l'aéroport s'est inscrite à un

programme d'évaluation du rendement et de la satisfaction de la clientèle appelé AETRA, qui a été élaboré par l'Association du transport aérien international et le Conseil international des aéroports.

The program provides demographic and travel profiles and compares airport performance for 31 service items at 65 airports worldwide, and is based on quarterly survey results.

Building on the success of late 2004, we were pleased to learn that the Ottawa Airport had placed second in the following three specific categories for 2005:

- 2nd in customer satisfaction for airports between 0 and 5 million passengers;**
- 2nd in customer satisfaction for all airports in the Americas; and**
- 2nd in customer satisfaction for all domestic passenger airports.**

You might wonder why we are so happy to be 2nd.

Well, when you consider what the state of the airport was in 1997, when the Authority assumed responsibility for the facility and the operations from Transport Canada, and how far we've

come in eight years, I'd say that 2nd is pretty good!

Depuis que nous avons pris en charge l'aéroport, l'un des principaux objectifs de l'Administration consiste à offrir des services à la clientèle de classe mondiale.

Selon les résultats obtenus, je dirais que nos clients confirment que nous atteignons effectivement nos objectifs.

Bien entendu, il y a toujours lieu de s'améliorer.

Nous continuerons donc de travailler fort et nous ne reposerons pas sur nos lauriers.

Awards and great results do not happen without the collaboration of partners and stakeholders who understand the importance of customer service.

I would be remiss if I did not acknowledge our partners in construction, our tenants, the airlines and everyone else who shares our commitment to excellence, our commitment to customers and our commitment to this community.

Those of you who have been coming to the Annual Public Meeting since 1997 will be very familiar with my usual rants

concerning the rent that airport authorities were paying to the federal government.

Vous vous rappellerez la façon dont nous avons encouragé chaque ministre des Transports à finalement prendre les devants et régler le problème de la formule du loyer, mais sans résultat.

Well, last spring, we were very happy to learn that such a solution was in the works, and in May, then Minister of Transport, the Honourable Jean C. Lapierre, did just that – he stepped up.

He announced a meaningful reduction formula that will allow the Ottawa Airport to invest in its operations and truly plan for the future.

The formula uses a progressive scale, based on airport gross revenues, and will be phased in over four years, beginning this year in 2006.

The savings for Ottawa will be significant.

During the phase-in period, 2006 and 2010, we stand to save over \$34.8 million dollars.

From 2011 to 2015, the Authority will save \$81M in rent from

what it would have paid under the hold formula.

Inutile de dire que nous sommes très heureux.

J'aimerais remercier l'équipe de Transports Canada qui, sous la direction du sous-ministre Louis Ranger, s'est engagée à assurer la résolution de cette question de longue date.

Passenger numbers continued to grow in 2005.

We had 3.5% more passengers through the doors than in 2004, another record year, in spite of some issues that affected travel, such as the hurricanes in the U.S. and Mexico.

Prolonged growth prompted us to announce that we would begin to design Phase II of the Airport's Expansion Program, which went ahead as planned.

Lors d'une conférence de presse en avril 2006, nous avons annoncé que nous étions prêts à amorcer les travaux de construction, et que nous avons lancé les appels d'offres, dont un majeur ce matin.

Financially speaking, as you have already heard, 2005 was a

good year.

We finished the year with a surplus, which will be reinvested into the airport's operation, and our creditors saw fit to maintain our extremely favourable ratings.

Moody's, Standard & Poors and DBRS reaffirmed our ratings at A1, A+ and A(high) respectively, which is a credit to the Authority 's commitment to financial prudence.

All in all, it was a busy year.

As always, I can't say enough about the Airport Authority's team of employees.

They responded to every call to action, whether during the day to day operation, or during extraordinary circumstances.

They are the best group in the country, and they never cease to impress me with their ideas, their dedication and their respect for the airport and for each other.

Les défis entraînés par les travaux de construction garderont tout le monde occupé pendant les prochaines années, mais je

suis persuadé que le projet leur tiendra à cœur et qu'ils veilleront à ce que la Phase II soit aussi réussie que la Phase I.

Les bénévoles ont continué à faire une différence à l'aéroport en 2005.

Entre les Infoguides et le groupe de surveillance de l'aéroport, quelque 125 bénévoles ont consacré plus de 13 000 heures au public voyageur, aux visiteurs, et à l'Administration de l'aéroport.

En plus d'être une source d'information et d'expérience inestimable, ces amateurs d'aviation et membres du public qui ne cherchent qu'à remercier leur communauté sont des ambassadeurs extraordinaires pour notre ville et notre région.

I would also like to thank Chairman Jim Durrell and our excellent Board of Directors for their continued confidence in our employees, our actions and decisions, and they have shown a consistent commitment to this airport's success.

I would like to echo the words of thanks that Jim extended to Michel Belley; Michael Darch; Larry Malloy; Jean-Marie Séguin; and Carol Stephenson.

It was a pleasure to work with each of you, and your presence

around the boardroom table will be missed.

To the new Members, Martin and Joan, I extend a warm welcome on behalf of the entire Authority team, and offer you any and all assistance as you get up to speed on what the Airport Authority is all about.

Before ending, I would like to say thank you to this community.

Thank you for your feedback; in 2005, you sent 1,190 comments via the web and you mailed in 120 comment cards, not to mention dozens of letters.

We use your feedback to make changes, and we invite you to keep letting us know what's on your mind.

I promise we'll keep listening.

Thank you again, and have a nice evening.

Merci!