



**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 29, 2007  
Westin Hotel, Ottawa**

**À l'occasion de  
la réunion publique annuelle**

**Tenue le 29 mai 2007  
Hôtel Westin, Ottawa**

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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 2006.**

**Jim mentioned passenger volumes very briefly; let me take a moment to expand on the results. The total number of passengers to travel through the Ottawa International Airport was 3,807,756. Of that number, 2,807,377 travelled domestically, 735,753 flew to or from the United States and 264,626 flew internationally.**

**The sum total represents almost 2% more passengers than last year. While the numbers themselves are very encouraging, the very fact that we have had three solid years of growth in excess of the pre-2001 volumes bodes very well for the industry as a whole, and all indicators point to continued growth.**

**As you can imagine, Phase II of the expansion program kept most of the team very busy in 2006. We broke ground in August after awarding the job of General Contractor to Pomerleau Inc.**

**Nous avons confié la démolition de la partie Est de l'ancienne aérogare à Panzini Inc. et avons retenu R.W. Tomlinson pour s'occuper des voies d'accès et des travaux de génie civil.**

**In keeping with the Authority's environmental priorities that Jim mentioned in relation to the Corporate Social Responsibility program, it gives me great pleasure to tell you that Panzini was able to recycle more than 90% of the old terminal during demolition.**

**The recovered materials included:**

- 1000 litres of hydraulic oil from the elevators;**
- 400 litres of glycol from the heating and cooling systems;**
- 200 kg of fluorescent lighting tubes; and**
- significant amounts of wood, copper, tin, aluminum, structural steel, ferrous metals and concrete.**

**Le temps et les soins exigés pour récupérer ces matériaux sont considérables, mais ils en valent la peine lorsque l'on tient compte de tous les déchets que le projet a empêchés de se rendre aux dépotoirs régionaux.**

**Phase II aside, 2006 was mostly about business as usual. We were able to cross many items off our "to do" list.**

**We used input received from our customers since opening to determine what issues were still generating feedback, and then set about to tackle them.**

**Nous avons installé un nouveau système d'éclairage sur privé Canadair et avons amélioré les enseignes dans le stationnement étagé et les routes d'accès.**

**Il nous reste encore quelques éléments sur notre liste de choses à faire, et nous continuerons de les cocher au fur et à mesure, selon ce que nous permettent nos ressources humaines et financières.**

**On the commercial development side of the business, we finally have a Keg Restaurant on airport property as of last summer. We also opened a few new storefronts in the terminal, including Runway Essential, :10 Minute Manicure, and a new common use passenger facility called The Capital Lounge.**

**We said farewell to Cara Operations after a very long relationship when they sold their airport concession business to HMS Host. We've been working with the new Host team to introduce some changes, and look forward to a positive relationship with them as well.**

**On the air service development front, we were very happy to welcome Porter Airlines to the Ottawa Airport family. Porter chose Ottawa as their inaugural market when they took flight in October, and offered Toronto-bound clients more choice and flexibility with the City Centre Airport as their home base. Customer feedback regarding Porter has been very positive, so we look forward to a long and fruitful relationship with their team.**

**D'autres initiatives comprenaient un vol nolisé d'été à destination de Paris, France offert par Air Transat et un service saisonnier d'hiver à destination de Tampa et Orlando en Floride offert par WestJet. Tous ces vols nolisés ont été extrêmement populaires et ont attiré un très grand nombre de passagers.**

**The projects I told you about merely scratch the surface of what was accomplished in 2006.**

**We also initiated a multi-year project that automates identifying, reporting and monitoring airside safety hazards called AirOps, we modified Aircraft Noise Management, Storm Water Monitoring and Ground Water Monitoring programs.**

**And, we implemented an airport campus recycling program in an effort to divert recyclable waste from the region's landfill sites. We look forward to reporting positive results in 2007.**

**In 2005, we told you about some very special customer service awards that we received from the Airport Service Quality program which includes airports from around the world. Building on last year's success, we were pleased to learn that the Ottawa Airport was again being recognized for customer service in 2006:**

- We received the award for 2<sup>nd</sup> place overall in customer satisfaction for airports between 0 and 5 million passengers;**

**The survey covers all aspects of the customer experience, including:**

- availability of retail, concession and washroom**
- wait time at security;**
- cleanliness and ambience of airport facilities;**
- speed of customs inspections;**
- friendliness and helpfulness of all staff;**

**These are but a few examples in a very comprehensive survey. And, while we are very happy with these results, there is always**

room for improvement, so we will keep working hard to provide all travellers with a world-class experience.

En 2006, de nombreux événements touchant la sécurité ont changé la façon de faire des aéroports, des lignes aériennes et des commerçants, notamment la menace terroriste à Londres en août dernier, les histoires d'accès aux zones restreintes, et toutes les autres nouvelles dont on entendait parler chaque jour.

Let me first say that the changes in security where liquids, gels and aerosols are concerned are likely here to stay. The rules for passengers, which initially were quite prohibitive, have modified in the months since the incident. These changes have had a dramatic impact on airport retailers, and is one of the reasons why we lost the Icewine Store as a retailer earlier this year. In most cases, if passengers can't take full-sized bottles through security, they won't buy them.

Perhaps the biggest impact has been felt by the Duty Free stores, whose liquor and perfume sales have suffered dramatically. We are not at the end-point yet, but we are working with the government and our retailers to find a way for them to do business in the new age of security which will allow our customers to purchase liquids as they had in the past.

**Même si certains des aspects les plus efficaces de la sécurité ont trait aux systèmes et processus que vous ne pouvez voir, l'Administration de l'aéroport a été très ouverte à propos d'un nouveau programme qui améliorera la sécurité.**

**In December, the airport implemented the Restricted Area Identity Card or RAIC as it is more commonly known. This new card replaces the Airport Restricted Area Pass and includes biometric identifiers, meaning that pass holders will identify themselves through fingerprint or iris identification to gain access to areas that would otherwise be inaccessible to them.**

**2006 was another good year on the financial front. As we reported in March, our year ended with a surplus of revenues over expenses that will be reinvested back into the airport's operations.**

**As a result of the Authority's sound fiscal management, our creditors maintained our highly favorable ratings. Moody's, Standard & Poors and DBRS reaffirmed our ratings at A1, A+ and A(high) respectively.**

**Being a world-class airport starts with a world-class team. Excellent customer service results, the implementation of**

**special projects, and even the day-to-day workload do not get accomplished without a highly dedicated team of employees who show up each and every day with a can-do attitude.**

**I'm sure I sound like a broken record when I say that our team is second to none in this country, but it's the truth. They go above and beyond on a daily basis to make sure that the airport runs efficiently, and our customers are served well.**

**Nous recevons des lettres de remerciement de nos clients pour les petits efforts supplémentaires et les petites choses qui font une différence, et j'aimerais moi-même remercier toute l'équipe de l'Administration.**

**Je parle aussi des bénévoles de l'infoguide et des membres du groupe de surveillance aéroportuaire, qui consacrent énormément de temps à prendre soin de nos voyageurs et à s'assurer que les zones à l'intérieur et autour de l'aéroport sont toujours plus sécuritaires.**

**I would like to say a few words of appreciation to the Board of Directors. It has been a pleasure getting to know the newer members, and working with the entire group this year. We**

**accomplished a lot together, and I look forward to more success in the future.**

**Je vous remercie de la confiance que vous me témoignez et que vous témoignez à mon équipe, et de votre soutien à l'égard de la façon dont nous gérons notre organisation.**

**I would like to add heartfelt thanks to Whit Tucker and Jeffrey Dale for their contributions over the years. Gentlemen, you will definitely be missed at the Board.**

**Jim, what can I say? You have been like a fixture here at the airport for nearly a decade. As you said in your remarks, we didn't always agree, which is very healthy, but we did manage to have some great fun getting things done and we made a heck of a team. I appreciated your willingness to get involved in projects and to learn the details that were involved.**

**I wish you much success in your work with the Congress Centre, and offer our help as you move forward. The Authority has always been vocal in its support for an expanded facility, so we will help make it a reality if we can.**

**Thank you very much Jim.**

**Tout comme l'an dernier, j'aimerais adresser quelques mots à la communauté avant de terminer. D'abord, merci de nous avoir fait part de vos impressions.**

**En tout, vous nous avez fait parvenir 791 commentaires par le Web, avez rempli 96 cartes commentaires et avez envoyé des dizaines de cartes, de lettres accompagnées de bouquets et de suggestions d'amélioration. Nous avons répondu à chacun d'entre vous.**

**I can't stress enough how important it is for you to keep the dialogue open. As noted earlier, we do use your feedback to make changes – some are easy fixes, while others take more time. But either way, we are paying attention and we appreciate the feedback.**

**The Ottawa International Airport is definitely world-class, but so is our community.**

**Merci!**