

International Airport
Authority

Ottawa

Administration de
l'aéroport international



**An allocution by the
Chairman of the Board
of the
Ottawa Macdonald-Cartier
International Airport Authority**

**Une allocution du
Président du Conseil d'administration
de
l'Administration de l'aéroport international
Macdonald-Cartier d'Ottawa**

J. Peter Vice

**At the Authority's
Annual Public Meeting**

**Held on May 7, 2008
Tudor Hall, Ottawa**

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

**Tenue le 7 mai 2008
Tudor Hall, Ottawa**

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

Good afternoon everyone.
Bonjour.

From my perspective, 2007 was about the community; about giving back, getting involved, and making a difference in the community that has supported us since the very beginning.

We celebrated the 10th Anniversary of the federal government handing the operation over to the Airport Authority on February 1st, 1997.

As you will hear from Paul in a few minutes, the first 10 years were highly successful, tumultuous and involved a lot of hard work.

Throughout the decade, the communities of Ottawa and Gatineau supported, applauded and cheered-on the Authority as it built an organization and facilities that everyone is very proud of.

To show our gratitude for the tremendous enthusiasm, the Authority decided to mark the 10th Anniversary by giving something back – something meaningful and lasting.

We worked with sculptor Jérémie Giles and l'Atelier du Bronze Inc., to create a beautiful bronze bench featuring the airport's namesakes; Sir John A. Macdonald and Sir George-Étienne Cartier.

It's heartwarming to see visitors making themselves comfortable as they await friends and loved ones, and the grand gentlemen have been photographed hundreds of times since their arrival and installation last June.

Project Clear Skies is another vehicle that we used in order give back to the community in 2007.

For the fourth consecutive year, the Airport Authority gave almost \$100,000 to 17 worthy organizations in the National Capital Region.

Capital projects such as facility renovations, appliance purchases and even the installation of a teen skateboard park will contribute to the well-being of many in our community who are experiencing difficulty or are at risk.

To date, *Project Clear Skies* total funding is just under \$400,000.

While the Airport Authority has committed funding to *Project Clear Skies*, Authority employees, partners and sponsors have raised additional monies for the program.

Last September, the 2nd annual Plane Pull for Charity raised \$21,000 that was shared with United Way/Centraide Ottawa.

Working with FedEx, who flew in a beautiful 727-200 aircraft for their first ever Canadian event, we hosted a fun-filled, family event that featured entertainment, games and great food.

The airport also plays host for organizations and events that bring visitors to Ottawa.

Last summer's FIFA Under 20 World Soccer Championships was a perfect example of how the airport and the Authority can make a difference for an important event in the City.

In partnership with the Embassy of Argentina, the Authority hosted a welcome reception when their team arrived in Ottawa.

The team and their fans were treated as our special guests and had a fitting welcome into our city.

Of course, it wasn't all play and no work for the Airport Authority. Quite the contrary actually.

The employees were extremely busy during the year – not only keeping the regular operation on track, but they were also very involved in virtually every aspect of Phase II of the Airport Expansion Program.

When operations go awry, such as during extreme weather events, it is not uncommon to see employees manning the information desks, roving throughout the terminal answering questions, or even handing out water – it is clear that they care about the airport and its customers.

Volunteers were also a busy group last year.

Our Infoguides, who answer questions, help locate lost luggage and loved ones and answer tens of thousands of telephone calls and questions logged more than 73 hundred hours during the year.

The Airport Watchers put in more than 34 hundred hours monitoring perimeter fencing, watching for debris on the airfield and generally watching for anything out of the ordinary and reporting it.

With all of these efforts, it's no surprise that the airport finished in second place in customer service for the third consecutive year for airports that serve between 0 and 5 million customers.

It is due, in large part, to the dedication of the Authority's employees and volunteers as well as our partners across the airport campus who go above and beyond every day.

For that and so much more, I say congratulations and thank you.

Leadership is an important element of an organization's success. For the Airport Authority, leadership comes in the form of Paul Benoit.

For more than a decade, Paul and his team have been involved in every aspect of the operation, and together, they have achieved the remarkable results that have been reported over the years and continue to unfold.

I would like to thank them for their prudence, their financial responsibility and their perseverance through the years.

The Board of Directors has been a source of leadership for the organization since before the ceremonial keys were handed over to the Authority in 1997.

Members have and continue to represent Ottawa and Gatineau business, tourism and government.

They provide sound advice and oversight to the activities of senior management in all aspects of the business while trusting them to use good judgment and make sound decisions.

Over the years, the faces may have changed, but the commitment has not.

In 2007, the Board lost some long-standing members.

We said farewell to Jeffrey Dale, Whitman Tucker and Past Chair Jim Durrell. Their contributions, both individually and as part of the larger team, were nothing short of remarkable, and they are missed.

In their place, we welcomed the very capable Ron Clifton, Barbara Farber and Pat Kelly, who brought their own diverse talents and ideas to the boardroom table.

I am confident that they will continue a tradition of excellence on this Board and I am happy to have them in the group.

My final thanks goes right back to the community.

The people of Ottawa and Gatineau showed their support in a variety of ways. First and foremost, they flew – and flew a lot.

I'm delighted to say that we broke through the 4 million passenger milestone in 2007.

They supported events like the Plane Pull, which are dependent on teams and individuals to make them a success.

And they provided constructive feedback as well as accolades through comment cards, letters and web comments.

We paid attention to the ideas that were presented and took action where and when we could.

Thank you for taking the time to help us make positive change and improve the service that we provide you.

I know I speak on behalf of the entire Authority team when I say I look forward to continued success in 2008, and strengthening the relationship for many years to come.

Thank you, Merci.