

Border Control at Montréal-Trudeau Positive results for the summer of 2017

Montréal, Québec September 25, 2017 – Aéroports de Montréal (ADM) are pleased to report that measures implemented this summer to enhance passenger border clearance processes at Montréal-Trudeau Airport have generated positive results.

At a glance:

- 10% growth in the number of passengers at international arrivals;
- An average wait time of less than 10 minutes daily;
- Zero wait time longer than 45 minutes compared with 27 in 2016;
- 5 occasions where the wait time varied from 35 to 45 minutes.

On July 6, 2017, ADM and the Canada Border Services Agency (CBSA) unveiled a series of measures to accelerate border clearance processes at the airport:

- Creation of a connections center. This enables travellers connecting to other destinations via Montréal-Trudeau to clear customs through a dedicated connections area, accelerating the flow of all airport travellers;
- Better organization of passenger traffic by adding automated terminals and inspection lines;
- Significant increase in both ADM and CBSA personnel during specific hours to better allocate staff and resources according to needs;
- Posting of wait times.

Since 2012, ADM has invested \$12 million, including \$6 million for the 2017 summer season and the next phases of improvement are to come.

“With an exceptional growth in the number of travellers through Montréal-Trudeau, we are proud to announce the results of the 2017 summer season. This is the result of collaboration between ADM and the CBSA and an innovative approach to implementing effective measures. We also wish to acknowledge the CBSA's involvement in facilitating the arrival of passengers evacuated from regions affected by Hurricane Irma and Hurricane Maria.”

-Karl Brochu, Acting Vice-president, Airport Operations, Infrastructure and Air Services Development, ADM.

Contacts

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