

A fluid summer at Montréal-Trudeau's border control

Montréal, October 18, 2018 – Aéroports de Montréal (ADM) notes with great satisfaction the efficient and prompt passage of an increasing number of travellers at Montréal-Trudeau's Canadian border control during the 2018 summer season (July and August). These excellent results were made possible by good collaboration with the Canada Border Services Agency (CBSA) and recent investments made to improve the fluidity of the passenger journey through the airport terminal.

Highlights

- Strong growth of 8.5% at border controls during the 2018 summer season, including a 10.2% increase in international arrivals and a 4.8% increase in transborder arrivals.
- Despite this significant increase in volume, wait times were less than 10 minutes in 85% of cases;
- The average wait time was less than 6 minutes.

These very positive results demonstrate the effectiveness of all the measures put in place and the appropriate allocation of resources by ADM and the CBSA to improve border control clearance times.

Several projects to increase capacity for international arrivals at Montréal-Trudeau have recently been completed, including:

- A new configuration of the international arrivals hall at a cost of \$9 million;
- The commissioning of 100 primary inspection kiosks (PIK) in the same hall in December 2017;
- The commissioning of 33 additional PIK terminals in the connections centre in February 2018.

Quotes

"The significant investments made in the last year have definitely paid off by increasing our capacity to serve travellers while ensuring the highest level of security. I'd also like to note the excellent work of ADM employees, our partners – especially the Canadian Corps of Commissionaires – and CBSA staff members who maintained a high level of service for our passengers during this busy period.

In this time of strong growth, the dedication of these employees really made the difference! "

Stéphane Lapierre, Vice President, Airport Operations and Air Services Development, Aéroports de Montréal.

“Without any doubt, the resorbing of border-wait-times can be attributed to the dedicated personnel that work in both our organisations as well as the technology put into place.

Whether it be in planning, creation and implementation of innovative solutions or in delivery of services, the personnel of our organizations have demonstrated to millions of visitors to Montréal that this airport can meet or exceed their high expectations.

Recent investments in technology have played an important role in this outstanding achievement. As Montréal grows in popularity as a tourist destination and the passenger volumes increase, the CBSA remains committed to building on our partnership with ADM in meeting tomorrow’s challenges.”

Maurizio Mannarino, Acting Director, Airports District, Canada Border Services Agency, Québec Region.

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