ROLES AND RESPONSIBILITIES
IN THE PASSENGER JOURNEY
AT YUL

AÉROPORTS DE MONTRÉAL

- Check-in counter assignment
- Airport information services and flight information in the terminal building
- Rolling out and assigning gates and boarding/deplaning points
- Snow removal from movement areas
- Baggage carousel assignment

- Management of security features for access to restricted areas
- Airport Patrol
- Airside Operations Safety Management System (SMS)
- ADM Fire Service (ADMFS)
- Development and lifecycle management of airport facilities

- Vehicle parking and ground transport
- Transporting passengers to remote boarding/deplaning points
- Aircraft de-icing
- Commercial services (shops, restaurants and passenger services)
- Housekeeping services

AIRLINES

- Passenger and baggage check-in
- Passenger and baggage boarding
- Fuel and food provisioning
- Deplaning of passengers and baggage
- Assistance services for people with disabilities and those with special needs
- Aircraft cleaning
- Aircraft loading and unloading
- Baggage delivery to carousels or baggage routing for connecting flights

- Passenger booking and rebooking
- Ensuring safety of aircraft
- Flight schedule management

ASFC, USCBP** and other law enforcement agencies

- Border control
- Cargo and passenger inspection
- U.S. border security, customs and immigration, and inspection of goods and passengers entering the U.S.

- Safety and security screening at airports and on board aircraft
- Federal law enforcement and support to federal agencies

CATSA*

- Screening of passengers at pre-board Screening checkpoints
- Screening of checked baggage
- Supply of screening equipment

NAV CANADA

- Air traffic management and control
- Movement control in the maneuvering area (runways and taxiways)

Guide

- The operation is the responsibility of ADM and is primarily handled by ADM.
- The operation is the responsibility of ADM's partners, and is primarily handled by them.
- Airlines are responsible for the operation, but some or all operations are handled by a third party, depending on the airline.
- The operation is subcontracted by ADM to a third party.

*Canadian Air Transport Security Authority (CATSA)

** Canada Border Services Agency (CBSA) and United States Customs and Border Protection (USCBP)