Steps the industry is taking to improve passenger flow at the airport.

**Departures**

**Check-in**
- **What's New:** Improved automation to upload vaccine and health documentation. Airport publishing peak hour traffic so travellers can better time departures.
- **What's Next:** Airport to publish live wait times for check-in and security clearance.

**Security**
- **What's New:** More CATSA screening officers. Revamped airport signage to prepare travellers for security screening.
- **What's Next:** Airport to publish live wait times for check-in and security clearance.

**Baggage**
- **What's New:** New resources to address mechanical issues, pressure test new systems, and helping airlines to clear baggage carousels. Airline schedule reductions.
- **What's Next:** Airlines expected to hire additional resources to offload flights.

**Stakeholder Responsibility**
- **Airline**
- **Federal Government**
- **Airport**
- **U.S. Government**

**US Border Control**
- **What's New:** Additional U.S. Customs officers are now onsite to accelerate customs processing.
- **What's Next:** Return U.S. Customs and Border Protection staffing to pre-pandemic levels to improve customs processing and expand operational hours. Encourage U.S. and Canadian governments to reopen NEXUS enrollment centers and clear back-log of trusted traveller applications.

**Canada Customs**
- **What's New:** Suspension of mandatory random COVID testing at airport to mid-July.
- **What's Next:** More digitization of processes while moving random testing, identification of passengers to be tested, and notification to the passenger off airport.

**Air Traffic Control**
- **What's New:** Additional NAV CANADA resources; government investment of $105 million to support air traffic control infrastructure.
- **What's Next:** Airport on track to complete runway reconstruction by Q4, 2022.

**Random Testing**
- **What's New:** More digitization of border processes while moving random testing, identification of passengers to be tested, and notification to the passenger off airport.
- **What's Next:** Return U.S. Customs and Border Protection staffing to pre-pandemic levels to improve customs processing and expand operational hours. Encourage U.S. and Canadian governments to reopen NEXUS enrollment centers and clear back-log of trusted traveller applications.
A seamless, more informed trip through Pearson

**Departures**

1. **Start at Home**
   - Prepare for your trip by reviewing international entry requirements such as a health declaration.

2. **Check-in**
   - Speed up by checking in at home and prioritizing carry-on luggage. If you check a bag, make sure it is easily distinguishable.

3. **Security**
   - Breeze through security by keeping your liquids, gels and electronics easily available for screening.

**Arrivals**

1. **Baggage**
   - Skip baggage carousel by using carry-on luggage.

2. **Canadian Customs**
   - Get home faster by completing your Advanced Declaration and ArriveCan before arriving at Pearson.

**Help clear your path for a smoother journey through the airport.**