

Solving for congestion at Pearson

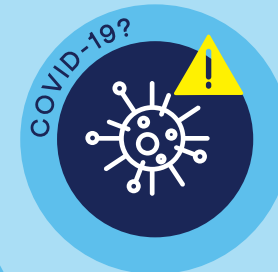
Departures



Random Testing

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.



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.



Canadian Customs

What's New: Additional kiosks and eGates. Additional CBSA staff, including summer students. Introduced Advanced Declaration to allow travellers to complete their customs declaration prior to arrival.

What's Next: More digitization of border processes and ArriveCAN app, including the removal of duplicative health questions.



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

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.



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.



Arrivals



A seamless, more informed trip through Pearson

Departures

-  Domestic Flights
-  U.S. Flights
-  International Flights



Start at Home

Prepare for your trip by reviewing international entry requirements such as a health declaration.



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.



Security

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



U.S. Border Control

Prevent long lines by having your passport and boarding pass ready for inspection.



Baggage

Skip baggage carousel by using carry-on luggage.



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.



Arrivals