

# 2009

**Ottawa International Airport Authority  
Annual Public Meeting  
May 6<sup>th</sup>, 2010  
Hilton Garden Inn, Ottawa**

**J. Peter Vice, Q.C., Chairman of the Board**

**[CHAIRMAN'S REMARKS]**

PLEASE CHECK AGAINST DELIVERY

Bonjour et bienvenue.

To quote the opening line of the Annual Report, 2009 was unlike many. The economic uncertainties and resulting difficulties in the airline and airport sectors were top of mind for everyone at the Ottawa Airport, and definitely for the Airport Authority team.

When the year ended, however, there was much to celebrate, both in terms of our financial results and passenger volumes.

One of the most important wins for the year was teamwork.

As the theme of this year's Annual Report alludes to, partnership and collaboration did a lot to contribute to the Authority's success during hard times.

By the end of the first quarter, much effort was placed on the contingency planning and retrenching that Paul will tell you about a little later.

At the same time, the Authority maintained its focus on the Strategic Directions that guide its activities each year.

As always, it conducted its business with the highest degree of social responsibility.

Just one example was Project Clear Skies, which continued to make a difference in the lives of many in our community.

Well known organizations such as Operation Go Home and St. Vincent de Paul are now better equipped to do the wonderful work that they each do.

But, lesser known organizations are also in a better position to help those in need thanks to Project Clear Skies.

Centre alimentaire Aylmer and Options Bytown Non Profit Housing Organization are another two charities that shared in the nearly \$132,000 that funded worthy projects in Ottawa-Gatineau.

One element of the program I think is so great about Project Clear Skies is that it brings together members of the Board of Directors and Authority employees, all of whom put a good deal of their own time into evaluating the proposals and ultimately choosing the projects that get funded each year.

The employees then go out into the community to deliver the funding cheques and they get to see first-hand how the funds are used.

The stories they share are not only heartwarming, they create a sense of pride in knowing that the Authority cares about the community it serves.

We also care about our customers, and we work hard to ensure that they are happy and satisfied.

Customer Service is one of our key priorities each year, and it's in that vein that we solicit and receive a lot of client feedback each year.

While it's understood that we respond to and fix problems when they arise, we also track the input and look for trends and opportunities.

One such trend in the past several years has been the request for free Wi-Fi service in the terminal.

It would not be an exaggeration to say that the response from customers has been fantastic.

The most immediate source of feedback has been through social media tools such as Twitter, which happy customers do not hesitate to use to get the message out that they are using free Wi-Fi at Ottawa International.

Tangible changes such as offering free Wi-Fi reinforce to our customers that we do in fact listen, which is ultimately reflected in our Airport Service Quality survey results.

I am delighted to say that we maintained our 2<sup>nd</sup> place rank in overall customer service among airports that serve between 0 and 5 million passengers, worldwide.

We also finished 3<sup>rd</sup> place among North American airports.

What is particularly interesting about maintaining these results year over year is the fact that the sample groups are in fact growing, as new and interesting airports join the program each year.

We still have our eye on the top prize, and hope to bring it home in 2010.

I am constantly amazed at our employees, the pride they have in the airport, and how they go above and beyond to make the airport better and better.

There's no question that they do a great job day in and day out, but when they give of their own time and talent to make a difference in both the workplace and the community, I can't help but be extremely proud of the group.

Of particular note is the effort that is put into organizing the Plane Pull event each year.

Countless hours are spent planning the event in the months leading up to it.

But, the organizing committee and volunteers also give up a precious Saturday to make sure that the Authority hosts a first class event that has raised almost \$100,000 for Project Clear Skies and United Way Ottawa since 2006.

For that and more, I say a big thank you to the employees.

Of course, every team needs a great leader, which we certainly have in Paul Benoit.

Paul, your passion and commitment are unparalleled and you have guided the Authority through many turbulent times – 2009 is certainly no exception. Thank you for always putting the airport first and ensuring its success, year in and year out.

I would also like to say a personal thank you to my colleagues at the board. I appreciate the time and attention to detail that you each give to airport matters.

I would like to extend special thanks to Pamela Sweet, who has served so well since she was nominated by the City of Ottawa in 2001.

Pamela's has been an strong advocate for the environmental issues that the Authority has been involved with over the years, and we will miss her expertise and guidance in this area.

It is with mixed emotions that I will say farewell to my role of Chairman of the Board, as in June I will be stepping down as Chairman of the Board and take the position of Past-Chair.

I can say unequivocally that the past three years have been exciting - and tense at times - but they have filled me with pride.

Over the past three years, the terminal was expanded, we invested in equipment and infrastructure and we gave back to the community in a meaningful way.

As Chairman, you can't ask for much more.

Paul, I will miss our weekly meetings and our daily exchange of e-mails.

With these remarks, and those of the past three years, I hope I have impressed upon you the fact that the focus of the Airport Authority team has been unwavering, regardless of the circumstance.

They have constantly adapted to change, and they have done what was needed in every instance.

And, I hope you have an appreciation for the Airport Authority team and its efforts to ensure that this city continues to enjoy an airport that is world class in every sense of the word.

Merci.