YYJ WINS AIRPORT SERVICE QUALITY AWARD

COMMISSIONAIRES RECEIVE GOVERNORS’ COMMENDATION

THE FLIGHT PATH NEARS COMPLETION

REAY CREEK REMEDIATION GETS NOTICED

RAMSAY MACHINE WORKS’ SUPERSTRUCTURE ROLLS DOWN THE RUNWAY

SPINNAKERS: ARRIVING SOON IN THE DEPARTURE LOUNGE

WESTJET ENCORE PROVIDES DAILY SERVICE TO VANCOUVER
Wireless Internet speeds have been greatly improved with recent YYJ network upgrades. Airport visitors now enjoy faster Internet access and download speeds.

Check out the airport’s Facebook page and Twitter feed to stay up to date on all of the exciting happenings at Victoria International Airport.

Visit victoriaairport.com for the latest information about the airport, including flight status reports and, of course, links to the airport’s social media sites.
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THANK YOU FOR MAKING YYJ #1 IN CUSTOMER SERVICE!
FEATURE STORY:

YYJ WINS AIRPORT SERVICE QUALITY AWARD

Good news travels fast. Word of Victoria International Airport’s excellent service, friendly atmosphere and ease of use continues to spread around the world.

Airports Council International recognized Victoria International Airport with an Airport Service Quality Award for the best airport in North America serving up to two million passengers. This prestigious award represents the highest possible accolade in the global airport industry.

Upon notification of the award, Victoria Airport Authority promptly celebrated the accomplishment by sharing delicious cookies, appropriately shaped as hearts and #1s, with everyone at the airport. Soon after, CEO Geoff Dickson and Victoria Airport Authority staff dished out hot pizza to airport tenants to show appreciation for their many contributions to the airport’s success.

Airports Council International

Airports Council International is a non-profit global trade organization of airports around the world. As part of its efforts to provide the public with an air transport system that is safe, secure, efficient and environmentally responsible, it conducts an annual global survey of passenger satisfaction and presents Airport Service Quality (ASQ) awards to the airports that collect the highest ratings over a year of monthly ASQ surveys. Airports compete against others in their category for the highest customer satisfaction ratings.

The ASQ customer satisfaction benchmarking program measures more than thirty aspects of customer service, including airport ambience, efficiency and courtesy of staff, security screening processes, overall cleanliness and value for money in food, beverage and retail outlets.

According to the Airports Council International, all participating airports conduct a monthly survey during which passengers are interviewed at the departure gate, while their experience from the moment of arrival at the airport is fresh in their minds. All airports use the same questionnaire, which is available in over thirty languages, and follow the same methodology. This one-of-a-kind global survey has been designed to provide a statistically accurate reflection of service levels in an airport.

It’s the People

While surveyed passengers gave credit to the airport as a whole, the people who work and volunteer here provided the excellent experiences that passengers appreciated. Given the many thoughtful, kind and useful things that happen regularly at Victoria International Airport, it’s no wonder that passengers notice.
This past year, smiling Red Coat volunteers offered delighted passengers chocolates on Mother’s Day and cake on Canada Day. One hot summer day, Victoria Airport Authority staff made rounds of the facility, surprising airport tenants and passengers with ice cream. At Christmas, Victoria Airport Authority volunteers provided a complimentary gift-wrapping service to make the season brighter – and easier – for travellers who had brought unwrapped gifts through security. Appreciative passengers donated to Victoria Hospice and Victoria Mustard Seed food bank.

Regularly, Commissionaires demonstrate enthusiasm and class while helping passengers feel welcome, navigate the airport and plan their journey. Travellers value their comforting presence and assistance, which they provide in so many ways. Small things, like directing harried travellers to the elevator and kindly pushing the button to send the elevator to the appropriate floor, make every traveller’s journey a little easier. And big things, like helping someone who arrived on the last flight of the night only to find himself stranded when his car would not start, provide the timely help that can change a bad turn of luck into a good story.

While the many friendly faces at Victoria International Airport make a long-lasting impression on passengers, the people working diligently behind the scenes to make their travel experience easier and more enjoyable have just as much impact on the airport’s reputation.

It’s the Services

Recent enhancements to the airport’s mobile site make it easier to check flight status and plan pick-up and drop-off arrangements. Combined with recent enhancements to the terminal-wide complimentary high-speed wireless internet service that saw the bandwidth quadrupled, people on the move can stay in control of their travel plans and their other commitments. The new common use check-in kiosks in the departure area provide a one-stop-shop where passengers can check in for their flights, select their seats and print their boarding pass and tags for their luggage. These machines, which provide access to multiple airlines, provide convenient check-in facilities, reduce line-ups and ease congestion during busy times. Victoria International Airport provides services that enable passengers to take charge of their experience and get through the airport as quickly or as leisurely as they prefer.

It’s the Atmosphere

More obvious physical changes, like those carried out as part of the ongoing Airport Improvement Program, enhance the airport’s overall atmosphere and make it easier for passengers to navigate the terminal. Changes already underway include upgrades to passenger processing capacity at pre-board security screening; new shopping venues pre-security and post-security; a new post-security dining option; a centralized circulation core to house the elevators, escalators and stairs; and enhancements to the upper passenger departure lounge.

The Airports Council International’s Airport Service Quality Award speaks to the consistently top-notch efforts of everyone involved with the Victoria International Airport. Geoff Dickson, Victoria Airport Authority President and CEO, said, “Without the efforts of our airport community – security officers, airline partners, restaurant and retail staff, car rental companies, cleaners, volunteers and so many others, this award would not have been possible." To accept the award on their behalf, he attended the ACI EUROPE/WORLD Annual Congress and Exhibition 2013 in Istanbul, Turkey.
The Corps of Commissionaires awarded their Governors’ Commendation to the Airport Security Department of Victoria International Airport for its role in the airport’s prestigious Airports Council International award. The Commendation recognizes, among other things, excellence in security screening processes as well as the efficiency and courtesy of staff.

Commissionaires is a national non-profit organization that provides advanced security services, creating meaningful employment opportunities for former members of the Canadian Forces and RCMP.

Al Paterson, a well-loved local, accepted the commendation on behalf of his fellow Victoria Commissionaires. Paterson is known for his recurring role as Santa Claus every December and his subsequent fundraising efforts every January, when his hair, beard and eyebrows are shaved off in the main terminal to raise money for Victoria Hospice.

Victoria Airport Authority is proud of the airport’s Commissionaires for their excellent service and their personal and thoughtful contributions to the airport community. Thank you for your contributions to the airport and congratulations on your well-deserved recognition!
A small creek that wanders through the airport’s east industrial area has gained much interest and attention, thanks to an effort led by Victoria Airport Authority and supported by many local volunteer groups.

Reay Creek is a fish-bearing creek that has long suffered from pollution associated with historic activities on the land. “As a Second World War site, this area has had a lot of contamination over the years,” said James Bogusz, director of airside operations, technology and environment for the Victoria Airport Authority. “We’re glad to be able to give the creek a helping hand.”

As part of its ongoing environmental stewardship efforts, Victoria Airport Authority conducts activities that improve water quality, reduce pollution and conserve natural resources on airport land.

With the support of volunteers, the Town of Sidney and local groups, including Sidney Anglers and Peninsula Streams Society, Victoria Airport Authority has been working to restore Reay Creek.

Reay Creek is one of the few creeks on the east coast of the Saanich Peninsula to provide important spawning and rearing habitat for coho and chum salmon. And yet, heavy metal concentrations regularly exceeded water quality standards and periodic hydro-carbon spills had occurred. This made the creek inhospitable for the long-term survival of fish.

In 2011, the Victoria Airport Authority Board of Directors approved funding to enhance its comprehensive stormwater management program with a remediation effort for Reay Creek.
To reduce the flow of historic pollutants from airport lands and improve water quality and conditions within the creek, Victoria International Airport recently completed the $232,000 Reay Creek Remediation Project.

The project includes a 200-metre-long channel that diverts stormwater drainage around the historically contaminated area of the existing creek channel, which has been transformed into a bio-remediation wetland. The diversion channel includes a spill gate and a wetland complex. It incorporates aquatic habitat features, including rocks and plants, to improve stormwater quality within the channel. It also provides favourable conditions for aquatic species such as invertebrates, amphibians and fish.

The diversion channel is already making a positive difference in the health of the creek by filtering stormwater pollutants and improving water quality. Preliminary water quality monitoring indicated that the contamination in Reay Creek has been reduced since the project was completed.

In recognition of the resources dedicated to this project and the success it has achieved, the Town of Sidney nominated the Victoria Airport Authority for a Capital Regional District Eco-Star Award for Integrated Watershed Management. This award recognizes individuals, groups or organizations working on protecting and restoring urban and rural watersheds, educating and practicing rainwater and stormwater management, protecting watershed habitats and ecosystems, and managing water flows to improve watershed function in developments.

This restoration initiative has promoted awareness of Reay Creek and inspired ideas for additional remediation efforts for other sections of the waterway. Local volunteer groups have committed to conduct ongoing monitoring and planting efforts. Seeing this project take shape and provide such an obvious and immediate benefit to the local watershed was invigorating and inspirational for many people, which bodes well for the future health of our local waterways.
Victoria Airport Authority is closing in on the completion of an exciting recreational trail around the perimeter of the airport lands. When the final stage of the trail is complete in September, the Flight Path will be a 9.3 kilometre multi-use trail that provides an ideal spot to enjoy the excitement of the airport while getting some heart-healthy fresh air and exercise.

Everyone is welcome to enjoy this community amenity. Its fully paved surface and minimal incline make it an ideal and accessible place for walkers, bikers and stroller-pushers of all ages and abilities. Convenient parking is planned at regular intervals along the trail to promote easy access from multiple entry points, facilitating its use during a break from work or as the perfect destination for a stroll.

The Victoria Airport Authority has fully funded construction of the Flight Path as part of its mission to provide a safe, secure and efficient airport that supports the quality of life, sustainability and economic development of our region.

The first phase of construction began in 2008 with the creation of a path along Mills Road between West Saanich Road and McDonald Park Road. The second phase, which links Mills Road to East Saanich Road via West Saanich and Willingdon roads opened to the public in September 2012. Last year, workers completed the path between Mills Road and Ocean Avenue via McDonald Park Road. The loop will be complete in September when the final phase, from the corner of Ocean Avenue to East Saanich Road is built.

Victoria International Airport is one of the first airports in the world to host this type of recreational facility. “We welcome employees of the airport and surrounding businesses and people from the community to enjoy this fabulous new opportunity on the peninsula,” said Victoria Airport Authority President and CEO Geoff Dickson.
After NAV Canada’s air traffic control operations close down at midnight, Victoria International Airport’s runways are usually quiet until the first flight arrives at 5:25 am. The normally peaceful nighttime environment was significantly different for a few days in May, when airport tenant Ramsay Machine Works Ltd. sent its latest massive superstructure, a coal stacker reclaimer, on the first leg of its journey to North Vancouver.

Ramsay Machine Works is a local company that has been building custom industrial machinery for the past 110 years. The fifth generation family-owned company specializes in fabricating, machining and manufacturing a wide variety of equipment for the oil and gas, environmental, forestry, mining, marine and construction industries.

In 1993, Ramsay Machine Works relocated from Victoria to Sidney so they could be closer to local shipping lanes. Their Sidney location, which is adjacent to the Victoria International Airport, allowed them to cross the airport and ship directly from their facilities to anywhere in the world – a feature they have capitalized on many times in the past 20 years.

Ramsay Machine Works developed a business relationship with and leased land from the Victoria Airport Authority because of the unique access the airport gave to the ocean and Patricia Bay Seaplane Base, both of which provided convenient transportation options. Even then, the company was building and needed to move very large structures that could not be transported on public roadways. The runway, however, provides an ideal route for their products to travel from their site to barges waiting in the bay. This relationship is the perfect fit for the Victoria Airport Authority, whose mandate includes generating local economic activity.

Over the past 20 years, Victoria Airport Authority has worked with Ramsay Machine Works to move 16 massive structures. Victoria Airport Authority’s Operations group facilitates the use of the runway when it is not in use and ensures that it remains operational and ready for service when required. This most recent move, which involved five pieces, was the biggest and most complicated.

Ramsay Machine Works spent 19 months building the $20 million stacker reclaimer with an elevating conveyor and tripper. This project, which was assembled on airport land, provided steady work for 60 Ramsay Machine Works employees as well as about 100 local trades and subcontractors. The economic impact of this project on our local economy is estimated at three to four times its $20 million pricetag.

Overall, this massive superstructure weighs more than 1,500 tonnes and filled the entire lot on which it was built, which is just under a hectare. It is part of a $63.5 million upgrade to the Neptune Terminals shipping
terminals in North Vancouver, where it will be used to handle coal from Teck Resources operations in BC for export to overseas markets. It will allow Neptune to move steelmaking coal from trains to stockpiles and directly from stockpiles onto vessels, increasing efficiency and operating flexibility.

Victoria Airport Authority’s Operations group was involved with the project from the perspective of supporting an airport tenant and ensuring that the runway was open and safe for in-coming and out-going aircraft. Because the stacker reclaimer was so massive, cranes were required to put components into place. An operational closure of Runway 03-21 (the northeast-southwest runway) was required anytime a crane was extended more than 26 metres from the ground, due to its impact on runway clearances.

The move was performed by Apex Industrial Movers. This specialized company engineered the moving of the superstructure into five pieces. The heaviest of the pieces weighed more than 700 tonnes – which is the equivalent to approximately nine Boeing 737-800s, with each loaded to its maximum take-off weight.

Apex lifted each piece using hydraulic jacks and placed it onto equipment akin to massive hydraulic dollies that distributed the weight onto multiple wheels. The unit was then moved, at a slow walking pace, from the Ramsay Machine Works lease gate on McDonald Park Road through the airport’s runway system to Patricia Bay. Because each wheel bore no more weight than that of an average dumptruck, the surface of the runway was unharmed despite the incredible weight that was transported over it.

It took three to four hours to move each of the five components. Given the short window of opportunity and the many engineering and logistical challenges involved, it took an operational team of 25 people three nights to complete the move.

“The Victoria Airport Authority has been a wonderful partner for our business,” said Greg Ramsay, President of Ramsay Machine Works. “We couldn’t do what we do without them. And, now that we’ve renewed our licence to continue moving product down the runway, we hope to continue doing it for another 25 years at least!”

Judging by the significant benefits that this relationship has provided for the local economy over the past 20 years, many others will be equally happy about the continuing longterm relationship between Ramsay Machine Works and the Victoria Airport Authority. ■
Spinnakers Gastro Brewpub, a well-loved fixture on the Victoria dining scene, is opening a restaurant and bar in the post-security area of the lower passenger departure lounge. This new location will provide Canada’s oldest brewpub with an ideal location to tempt passengers with delicious seasonal food and refreshing beverages. The restaurant features a full service dining area, a relaxed bar/lounge and enticing pre-packaged meals for travellers.

Spinnakers has built its reputation on fresh meals made from locally sourced products and ingredients. And let’s not forget about the beer!

For 25 years, Spinnaker’s brewmasters have been demonstrating their passion for the craft, creating an assortment of original, award-winning beer in small batches. They source the best ingredients – from near and far – to create unique ales, malts, stouts and lagers.

As they are known to do, Spinnakers’ brewmasters have crafted a new beer in honour of their new location. Departures, a low gravity (4.5 per cent alcohol content) India session ale is a flavorful low-alcohol beer – the perfect refreshment for those relaxing before a flight. It will be served alongside a variety of Spinnakers’ staple and seasonal beer.
WestJet Encore’s service is operated by a fleet of new 78-seat Bombardier Q400 NextGen aircraft. The Q400 allows WestJet to compete in markets, including Victoria-Vancouver, that it previously could not serve with a 737 aircraft.

“We are looking forward to providing this new service because we know there is a great demand for it,” said Chris Avery, WestJet Vice-President, Network Planning, Alliances and Corporate Development. “We know that many people travel frequently between Victoria and Vancouver, most often by ferry. With our new 78-seat Bombardier Q400 NextGen aircraft, this will be an affordable, quick and comfortable option for any traveller.”