



July 22, 2022

The Hon. Judy Sgro
Chair
Standing Committee on International Trade (CIIT)
Sixth Floor, 131 Queen Street
House of Commons
Ottawa ON
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Airports Authority**
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GTAA.com

Dear Chair,

Re: Potential Impacts of the ArriveCAN Application on Certain Canadian Sectors

Thank you for the opportunity to provide our perspective from the Greater Toronto Airports Authority (GTAA) on the ArriveCAN app. Toronto Pearson supports efforts to modernize and digitize border processes and encourages the Government to aggressively work towards this goal by using digital tools such as ArriveCAN as part of Canada's post-pandemic recovery and to create a seamless and efficient future for travel.

While ArriveCAN was designed to support border processes, during the pandemic it's been leverage by Government to validate and verify health requirements of incoming international travellers. Unfortunately, as passenger traffic returns, legacy public health processes that were introduced during the pandemic have resulted in long holds for passengers on aircraft and long wait times to be processed by a Canada Customs officer.

We have worked with the government to streamline the process and do what we can to support a more efficient inbound international arrivals process. Over the past several weeks we have seen an improvement because of the government hiring more border service officers (BSOs), additional investments in kiosks and e-gates by airports, and suspension of Mandatory Random Testing (MRT) at the airport.

GTAA along with other airports have been advocating for all COVID-19 health checks and testing to happen outside the airport to make the international arrivals experience more efficient. At the same time, as noted above, modernization of our borders is vital to ensuring the smooth flow of arriving international passengers through our country's airports as the aviation industry recovers, and tools such as ArriveCAN will be a very useful first step. A notable example of the benefits of ArriveCAN can already be seen in just one week after Advanced Declaration was integrated into the App.



torontopearson.com

Starting on June 28th, travellers arriving from international destinations now have the option, at Toronto Pearson and Vancouver International Airport, of completing their customs declaration in ArriveCAN 72 hours before travel, reducing the time they need to spend at a kiosk in the customs hall by up to 50 per cent. We have already seen significant improvements and benefits as a result of this digital integration. In just one week, use of Advanced Declaration has increased from 2 per cent to 23 per cent and the processing time for travellers using Advanced Declaration and an e-gate was reduced from 2 minutes to 40 seconds.

To help ensure compliance with the requirement to have ArriveCAN completed prior to entering Canada, we worked collaboratively with PHAC's ArriveCAN in their audit of flights identified as having a high probability of non-compliance. We provided additional onsite resources to support the audit, assisted with triaging after PIK, and recruited GTAA staff volunteers who took time from their regular duties to assist with promoting the use of ArriveCAN and providing general wayfinding assistance. We encourage a shift to a stronger enforcement posture by TC and PHAC as a tool to support improved compliance.

In a post-pandemic world, the GTAA sees great potential for digital technologies such as ArriveCAN to evolve from being an enabler of health checks to a tool that promotes a more efficient and speedy arrivals experience by allowing travellers to electronically submit relevant information and potentially reduce the time they spend interacting with a customs officer or kiosk at the airport.

Rather than eliminating ArriveCAN, the federal government has an opportunity to leverage this digital tool to modernize our border and make it faster and more efficient for travellers. Mobile applications like ArriveCAN provide the opportunity to move away from on-airport processes like kiosks to fully digital solutions that speed the arrivals process for international air travellers. The success we've seen in the first week of Advance Declaration's digital integration with ArriveCAN is proof positive that putting the power of digital solutions in passengers' hands will reduce bottlenecks and increase airport throughput.

I ask that you share this letter with the members of committee, and we would be pleased to answer any questions.

Sincerely Yours,

A handwritten signature in cursive script that reads "Lorrie McKee". The signature is written in black ink and is positioned above the typed name and title.

Lorrie McKee
Director, Public Affairs and Stakeholder Relations