

1. What is changing in the terminal?

We're working hard to complete the integration of our baggage handling systems between the Domestic and International terminals, and to accommodate the construction activity, we need to re-locate a few of our domestic check-in locations.

We also wanted to further improve the overall check-in experience for our guests and partners so while we integrate the new systems, we're enhancing and refreshing the airline check-ins areas.

2. How do the check-in locations affect the baggage system?

When guests check-in for a flight, their bags are inducted into the system for screening and transport before the airlines load them onto the aircraft. As we build the enhanced system, piece by piece, the old baggage system gets demolished, and that means the airlines are moved to a full-service temporary check-in spot while we install the new system and enhance their check-in at the same time.

3. What airlines are impacted by this change?

The following airlines that operate out of YYC's Domestic Terminal will be impacted.

- Air Canada
- WestJet
- Flair Airlines
- Air North
- Air Transat
- Summit Air

4. When are the moves?

On July 24 Air Canada will relocate from the temporary check-in location (doors 5-7) back to its former space at **doors 9-11**.

On **August 1**, the following airlines will move across from **Door 8**.

- Flair Airlines
- Air North

- Air Transat
- Summit Air

On **August 14**, WestJet will move from its current spot (doors 1-3) to the temporary check-in location in front of **doors 5-7**.

5. What upgraded features will the new check-in locations have?

As part of our commitment to elevating the experience at YYC, new check-ins will feature more self-serve options to get guests on their way faster, as well as new aesthetic finishings such as floor tiling – all part of our Domestic Terminal improvement plan.

6. Tell me about the new baggage system:

- The new Crisbag tote baggage system is operated with individual totes, which transport and marry each bag on its own individually-tracked Radio-Frequency IDentification (RFID) tote through the system. By digitally storing the information on a tag and attaching it to the individual bags, the RFID technology works to provide 100 per cent positive tracking of passenger baggage within the system.
- Air Canada's new check-in area is equipped with 20 self-serve check-in kiosks and six self-bag drops; allowing guests to get on their way faster.
- The baggage system can process 8,000 bags per hour — nearly doubling the capacity of YYC's previous system!

7. How will this improve my experience in the future?

By installing and integrating the baggage systems between the Domestic and International terminals, it will allow for better tracking of bags and faster bag transfers, which leads to an enhanced experience for all of YYC's travellers.

8. Will this affect U.S. or international-destined guests?

No. U.S. and international check-in locations will remain the same as they use the fully operational baggage system in the International Terminal.

9. What other considerations do staff need to be aware of?

Airline locations will continue to be indicated by the updated digital signage on the curb. There will also be additional signage near the doors. Ground transportation companies such as taxi cabs will be informed of new drop off areas.

10. Why did The Calgary Airport Authority upgrade the whole baggage system at once, rather than implement a phased approach?

The Calgary Airport Authority wanted to ensure that the system brought on all partners seamlessly and eliminated any passenger disruptions. To upgrade all systems at once would have required all baggage to be moved and transferred manually, which was not an option. It is critical to our operations that we always have one baggage system running at one time.

11. Where can I learn more about the new baggage system and check-in locations?

Visit www.yyc.com/baggage for updates on all things related to YYC's baggage system and related improvements to the Domestic Terminal.

12. Where can I provide feedback?

We rely on staff and guest feedback to enhance the travel experience at YYC. Please email baggage@yyc.com to share your observations.

If there's anything else you cannot answer, respond with:

Please email The Calgary Airport Authority — information can be found on the Contact Us page of yyc.com — and they will be able to connect you with the appropriate person to answer your question.