

MONTRÉAL-TRUDEAU: IMPROVEMENTS FOR EFFICIENT CANADIAN BORDER CROSSING AT THE AIRPORT

Montréal, July 6, 2017 – As the summer season begins, Aéroports de Montréal (ADM) and the Canada Border Services Agency (CBSA) are unveiling a series of measures to accelerate border clearance processes at the airport.

The five key improvements include:

- A new connections centre;
- Enhanced organization of passenger traffic through additional automated kiosks and inspection lines;
- Significant increase in both ADM and CBSA personnel during specific hours in order to better allocate personnel and resources according to needs;
- Posting of wait times; and
- New, more powerful automated kiosks (fall 2017).

The **new connections centre** is a decisive measure that will separate connecting travellers early on from travellers who are headed to Montréal and must clear customs. Travellers connecting through Montréal to other destinations will be able to clear customs in the new dedicated connections area.

Since last summer, **new kiosks and inspection lines** were added in the international arrivals terminal. **Extra ADM and CBSA personnel** will be on hand to assist travellers during peak hours.

A new electronic wait time **display system** will show the estimated wait time to reach CBSA primary inspection lines to incoming international travellers in the arrivals hall. Wait times will be also posted in the public exit area of the international arrivals terminal and on the ADM website for those coming to meet travellers at the airport.

In the fall of 2017, **new, more powerful automated kiosks** will replace existing kiosks where travellers will be able to:

- Have their travel documents checked;
- Complete their declaration form on the screen or, to save time, in advance using the CanBorder eDeclaration mobile app; and
- Have their identity confirmed by means of facial recognition (comparison between two photographs at the terminal with the traveller's passport).

Quotes

“The rapid growth in the number of travellers through Montréal-Trudeau in recent years requires innovative solutions, particularly in international arrivals. ADM has been working jointly with the CBSA since last fall to get ready for the 2017 summer travel season. Since 2012, ADM has invested \$12 million, including \$6 million for the summer season, and we will continue our efforts with the next phases of improvement.”

Pierre-Paul Pharand, Vice-President, Airport Operations, Infrastructure and Air Services Development, ADM

“Summer 2017 is shaping up to be very busy. We will not compromise on security and enforcement of Canadian laws. However, to make the arrivals process easier for travellers while ensuring proper monitoring, we have developed new border management practices, and implemented innovative technologies and processes to increase our efficiency and processing capacity. These innovations are possible thanks to the strong working relationship we have built with ADM over the years.”

Maurizio Mannarino, Acting Director, Airports District, CBSA

The majority of travellers – over 90% of those entering Canada through Montréal-Trudeau Airport – wait less than 20 minutes at primary inspection. However, during peak periods (e.g. arrival of foreign students) or circumstances beyond our control (e.g. weather), despite all the improvements announced, passengers may have to wait for more than 20 minutes.

Useful Links

[Primary Inspection Kiosks](#)

[Automated Border Clearance Self-Service Kiosks](#)

[Practical Travel Tips](#)

[Tips for Foreign Students](#)

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Contacts

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