



News Release

Government of Canada moves to expand publicly funded border services at airports

Abbotsford, British Columbia, April 3, 2009 — Today Ed Fast, Member of Parliament for Abbotsford, on behalf of the Honourable Peter Van Loan, Minister of Public Safety, announced that the Government of Canada is investing money in expanding publicly funded services provided by the Canada Border Services Agency (CBSA) at Abbotsford International Airport.

Earlier this week, Minister Van Loan announced that the CBSA will be providing new levels of publicly funded services at six strategic airports in Canada. “I am pleased to say that the Abbotsford airport will be receiving a portion of this investment,” said Mr. Fast, speaking to reporters at the airport.

“Our government has been working hard to address the concerns of Canada’s air industry. We have worked with stakeholders to find solutions for these concerns and this collaboration clearly demonstrates our commitment to the economic prosperity of Canada,” said Minister Van Loan on Monday.

The investment is being made under the provisions of the CBSA’s new Air Services Policy Framework that came into effect on April 1, 2009. The framework provides a service delivery approach that is fair, transparent and flexible.

During his earlier announcement, Minister Van Loan recognized the importance of expanding publicly funded border services at the six strategic airports. “In today’s recessionary environment, the freedom and security of cross-border travel and commerce provides an essential foundation for our economy.”

Today Mr. Fast told reporters that with this investment the Abbotsford airport may now offer its international passengers more flexibility in their travel plans. “The CBSA is expanding its daily operations to provide eight hours of border clearance services on a seasonal basis. These important service changes allow this airport to remain competitive in a dynamic and growing travel industry.”

Implementing the Air Services Policy Framework will enable the CBSA to assess, on a case-by-case basis, whether the addition or expansion of publicly funded border services at the requesting eligible site is viable and sustainable. The CBSA continues to work closely with industry stakeholders.

For more information, please visit the CBSA's Web site at www.cbsa.gc.ca.

For media information:

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Backgrounder

Core Services Review: The Creation of an Air Services Policy Framework

The Canada Border Services Agency (CBSA) ensures the security and prosperity of Canada by managing the access of people and goods to and from the country. One of the Agency's major tasks is to provide border services at airports, such as the clearance of international passengers.

To improve the way services are delivered, the CBSA undertook a review of its services in the air mode of travel. The major outcome of this review was the creation and implementation of a policy framework for the CBSA's service delivery. This review fulfilled the Agency's commitment to provide a service delivery approach for the air travel industry that is fair, transparent and flexible. While initially this policy framework focuses on the needs of the air industry, plans to undertake a similar review of other modes of travel such as rail and marine are under way.

Initiating a review

Air industry stakeholders have indicated that the CBSA could better respond to their current needs. CBSA operational hours at certain locations are not responsive to business demands since air travel is not a nine-to-five operation. Therefore, air industry stakeholders believe that a policy should be in place to offer a consistent and transparent approach to obtaining new or additional levels of publicly funded service.

With an aim to collaboratively address stakeholder issues, the CBSA undertook a comprehensive, two-phase review of its service level standards. Consulting directly with air industry stakeholders was a major component. The results of these consultations can be found in the *Core Services Review: Air Mode Report*. This report is available by contacting the CBSA's Core Services Review team by e-mail at csr-esb@cbsa-asfc.gc.ca.

Defining “core services”

The CBSA provides varied levels of border services at Canada's ports of entry, such as airports. The levels are unique to each port and are designated based on the combination of the following factors:

- Hours of business during which the Agency provides services at each site (e.g. the delivery of border services on an eight-hour-a-day, seven-day-a-week basis;
- Types of service the CBSA provides on behalf of the Government of Canada (e.g. the clearance of international passengers at airports); and
- The Agency's operational capacity at the site.

Collectively, this location-specific approach is called the “core services” provided by the CBSA to its clients.

Putting the Air Services Policy Framework into action

The main objective of the Core Services Review was to develop a collaborative solution that addresses the air industry’s concerns. The solution lay in the development of a comprehensive air services policy framework that would guide how the Agency provides its services in the air mode. This framework, which takes effect April 1, 2009, establishes a consistent, open and equitable process for the CBSA to determine where and how best to allocate resources for future service requests.

The CBSA has expanded the levels of publicly funded border services at six airports, based on their eligibility assessed with the Air Services Policy Framework. The framework uses a set of clear, measurable, transparent and weighted criteria to categorize airports. These criteria are based on international passenger volumes, distance to service locations and flight frequency. All the criteria must be met for a site to be eligible for new or enhanced publicly funded CBSA services.

The framework’s guidelines allow the CBSA to assess business cases from requesting sites on whether the introduction or expansion of publicly funded border services would be both viable and sustainable. The assessments are made on a case-by-case basis.

Funding information

In the 2009-10 fiscal year, the new investments will be distributed as follows:

Airport	Investment amount
Québec City Jean Lesage International Airport	\$647,484
Abbotsford International Airport	\$634,470
Toronto City Centre Airport	\$1,744,223
Regina International Airport	\$678,351
Saskatoon John G. Diefenbaker International Airport	\$678,351
Deer Lake Regional Airport	\$670,224
Total	\$3,771,149

For more information on the Core Services Review, please visit the CBSA’s Web site at www.cbsa.gc.ca.