



# PHASE ONE AND TWO ENGAGEMENT SUMMARY REPORT

JANUARY – MARCH 2023

## Public and Traveller Engagement

January 24–March 3, 2023

[yvr.ca/en/public-engagement](http://yvr.ca/en/public-engagement)

PREPARED BY

**Kirk & Co.**



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# Kirk&Co.

## **ABOUT KIRK & CO. CONSULTING LTD.**

Kirk & Co. is a recognized industry leader in designing and implementing comprehensive public and stakeholder consultation and engagement programs. Utilizing best practices, consultation and engagement programs are designed to maximize opportunities for input, Kirk & Co. independently analyzes and reports on public and stakeholder input.

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# Executive Summary

## BACKGROUND AND METHODOLOGY

The Vancouver International Airport (YVR) initiated an engagement program to hear directly from passengers and the public impacted by the air travel disruption from December 2022 to January 2023 to learn how they want to be supported and informed during times of major travel disruptions.

The public and stakeholder feedback described in this report is part of YVR's commitment to ongoing engagement with travellers, communities, local governments, and other stakeholders to find ways to manage future travel disruptions and enhance travellers' experiences.

This report summarizes the following public and traveller engagement efforts led by Kirk & Co., a leading BC-based public engagement firm, between January 24 and March 3, 2023:

- The public engagement was hosted in two phases:
  - **The first phase, January 24 through January 30**, invited participants to share input on key areas of interest and methods of engagement.
  - **The second phase, spanning January 31 to March 3**, invited participants to provide input about specific travel disruption impacts and feedback on proposed measures to improve services and overall passenger experience during major travel disruptions. Phase 2 engagement survey participants opted-in after responding to a public call from YVR for feedback.
- In addition to feedback from those responding to the Phase 2 online engagement survey, feedback was gathered through the following methods:
  - A stakeholder engagement meeting facilitated by Kirk & Co., which included leaders from business, tourism, and non-profit organizations.
  - Three focus groups of travellers who were personally impacted, frequent flyers and a mixed group of participants facilitated by Leger.
  - A representative public opinion survey of British Columbians conducted by Leger in February 2023 designed to provide a broader view of public and traveller interests and concerns, and based on questions raised in the Phase 2 online engagement survey.

## HIGHLIGHTS OF RESULTS

Overall, there were a total of **1,547 participant interactions**. Broken down, feedback was received from **524** participants in the public and stakeholder engagement and **1,023** participants in the representative public opinion survey and focus groups conducted by Leger.

### What we heard:

- **51% of British Columbians impacted** – Approximately half of British Columbians (51%) surveyed by Leger in a province-wide representative survey say they were impacted by the December weather-related disruptions and almost 1-in-10 (9%) said they were directly impacted.
- About two-thirds (**65%**) of British Columbians continue to have an overall favourable impression of YVR.
- **69% say their perception of YVR declined** – At the same time, over two-thirds said travel disruptions at YVR in and around the Christmas travel period impacted their perception in a negative way.
- Whether a responsibility lies with YVR, airlines, or other parties, **engagement participants expect all parties to work together to improve communication with passengers during times of major travel disruptions** – Communication is an area of deep concern among engagement participants. Impacted travellers and the general public were critical of communications from YVR and airlines during the travel delay. 86% of online engagement survey respondents supported receiving information from a single source (where possible) during travel disruptions.
- **Impacted travellers and public supportive of potential improvements** – Engagement participants were broadly supportive of YVR proposals in terms of enhancing the type of information (e.g., more frequent updates, guidance about whether to come to the airport or not), and the means by which it is provided. For instance, impacted travellers wanted the YVR website to be used more effectively, with more frequent updates, and more opportunities to speak directly with airport representatives, and expressed support for enhanced information on screens throughout the airport.
- **Those impacted by travel delays that resulted in an extended airport stay, as well as the general public, are strongly supportive of proposed measures to improve services** for travellers during major travel disruptions. Some engagement participants appreciated YVR's "all hands-on deck" approach to helping with baggage and delivering things like food and water.
- **Those impacted by baggage delays found YVR's performance was less than acceptable**, however, there was strong support among those impacted, and the general public, for proposed measures to improve support to those impacted, including displaying expected time of baggage arrival, timelier information about baggage that is delayed or lost and how to retrieve it, and more in-person support.
- The public engagement focused on identifying areas where YVR could deepen its understanding of traveller impacts, and take action, within its responsibilities, to help support and inform passengers during future travel disruptions. **Many participants had concerns about areas outside YVR's control** including communicating with passengers who are on an aircraft delayed on the tarmac.

## IMPACTS AND SOLUTIONS

- YVR sought feedback on specific impacts encountered by travellers, and how they want to be supported and informed during times of major travel disruptions. In the Phase 2 online engagement survey, impacts among participants, listed in order of prevalence, were:
  - Communications issues with airport or airlines (47%)
  - Delayed or cancelled flights resulting in an extended airport stay (45%)
  - Aircraft held on tarmac for more than two hours (25%)
  - Delayed or lost baggage (22%)
  - Transportation to and from the airport (including parking) (21%)
  - Impacts on those with accessibility issues were also probed

### Impact #1: Communications issues with airport or airlines

- **More engagement participants were impacted by communications issues with the airport or airlines than any other impact studied.** 81% of engagement participants impacted by communications issues responded that YVR's performance on providing timely information regarding the operational status of the airport (e.g., flight delays, cancellation, baggage delays, etc.) was less than, or much less than acceptable. In the Leger representative survey, close to half of respondents impacted by airport delays rated YVR's performance as less than acceptable when it came to communications.
- **Timeliness of information rated less than acceptable;** 85% of engagement participants rated the timeliness of information provided by YVR about the availability of special support measures such as free hotel rooms and food vouchers, as less than, or much less than acceptable.
- **Single source of information preferred;** Engagement participants who were impacted by communications issues said that receiving information from a single source (where possible) would be important (86%).

- **Engagement participants reviewed five methods of communication during a travel disruption and about half responded that the YVR website and “speaking directly with an airport representative” would be the most useful.** A bit less than half said that communicating via the media, social media, and email correspondence would be useful. Participants in the Leger representative survey also viewed the YVR website and speaking with an airport representative as among the most useful methods, along with information conveyed by media outlets.
- Engagement participants strongly responded (more than 80%) that the following types of information would have been “very useful”:
  - More frequent flight information and airport operation updates
  - Amount of time anticipated until the next update on the status of a flight
  - Guidance on whether to come to the airport given ongoing uncertainty about flight departures and arrivals
  - Services and support available at the airport for the duration of travel disruptions (e.g., food, water, blankets, care and comfort areas, rest areas, etc.)
- Engagement participants, and those that responded through the Leger representative survey, rated additional proposals to improve communications with travellers and the public as useful or very useful, with **the strongest support expressed for in-terminal electronic displays that would be activated during travel disruptions;** a dedicated web page to provide a single source for all key passenger and operation information; and expanded deployment of YVR volunteers referred to as “Green Coats”.

- **Stakeholder group participants supported potential improvements outlined in the engagement feedback form such as baggage tracking, more frequent flight information, and accommodations for significantly delayed travellers under extraordinary situations (e.g. over the holidays).** They also commented that the YVR website was too slow to be very useful, and that there needed to be significantly more external communications using social media and traditional media. It was recommended that YVR utilize external organizations to amplify communications.
- Participants in the Leger focus groups wanted YVR to develop a communications and engagement strategy that coordinated important information from key players (e.g., YVR, TransLink, airlines) to centralize information and communicate and update it more frequently. **Inconsistent and untimely information was a top frustration for many travellers, particularly those directly affected.**
- Many focus group participants felt there was no coordination between parties, that it was hard to determine what information was true, and that airport representatives, such as Green Coat volunteers, did not have the information travellers needed. **Participants also had a low tolerance for finger-pointing and excuse-making, which some felt YVR’s media communications did.**

#### **Impact #2: Delayed or cancelled flights resulting in extended airport stay**

- **Of those reporting that they were impacted by a delayed or cancelled flight resulting in an extended airport stay, almost half (47%) said their extended airport stay lasted more than 12 hours.** Of those impacted, 75% viewed YVR’s effort to meet their needs for an extended period as less than acceptable.
- **Charging outlets and food and beverage options were items most cited as not being easy to access,** followed by warming areas in the terminal, WiFi access, and sleeping/rest alternatives.

- **Over 80% of impacted engagement participants strongly supported potential service improvements for delayed travellers.**

Those responding through the Leger representative survey echoed support for these potential measures:

- Accommodation for significantly delayed travellers under extraordinary situations (e.g., over the holidays)
  - Transportation support to nearby hotels for significantly delayed travellers under extraordinary situations (e.g., over the holidays)
  - Working with local providers/agencies to set up emergency centres for needs such as food, water, rest/sleep, etc.
- **Concerns were expressed in open-ended responses regarding lack of support services on the ground, emergency preparedness, lack of food and drinks, access to hotels, and baggage security.**
  - **Stakeholder group participants recommended making sure YVR staff are trained to assist travellers who are emotional or anxious and to undertake advance work with the Red Cross** to utilize their services to a greater extent, along with other organizations such as Destination BC.
  - Stakeholder group participants also commented that, **in very difficult circumstances, YVR staff should get credit for their “all hands-on deck” approach,** such as helping with baggage, delivering food, water, and blankets, and other supports to travellers.
  - Participants in Leger focus groups recommended that YVR develop a Business Continuity Plan and an Emergency Preparedness Plan. **It was felt that YVR was unprepared and that severe weather events will happen with more frequency.** In the post-security area, there was a high concern for the number of people in the airport and that YVR should have been more focused on managing airport capacity. Some participants said the airport felt dangerous and unsafe. Others mentioned the impact on travellers’ comfort and well-being (food and beverages sold out, children and families in distress, nowhere to sit down, lines of communication shut down when mobile phones died and limited access to power outlets to charge them).

**Impact #3: Aircraft held on tarmac for more than two hours**

- **Of those impacted by a delay on the tarmac at YVR, over half (52%) said they spent four hours or more on an aircraft after their scheduled departure or arrival time.**
- While federal regulations outline communications obligations for airlines during tarmac delays, YVR put forward ideas to ask participants how useful certain information would have been in their situation. Aside from a clear timeframe for disembarking the aircraft, engagement participants impacted were mixed as to whether access to other types of information would have been useful. **Information about support services and personal supplies available within the airport was seen as useful by 44% of participants, followed by where to obtain information about re-scheduling flights (39%).** Information about nearby hotels or other local accommodations (34%), the location of YVR information desks and services (32%), and ground transportation (27%) was seen as useful by fewer respondents.
- In open-ended comments, **impacted participants raised concerns over emergency safety preparedness, lack of communication with passengers, limited supply of de-icing fluid,** preparedness of ground crew, concerns over the plane being on the tarmac overnight, and issues with airlines such as inaccurate or conflicting information, limited food and beverages available for passengers, and unpreparedness from staff.

**Impact #4: Delayed or lost baggage**

- **More than three-quarters (78%) of engagement participants impacted by delayed or lost baggage rated YVR's effort to assist them finding their baggage as less than acceptable.** About half of those impacted were continuing on to another destination and over half (54%) were separated from their baggage by four days or more.
- **Engagement participants strongly indicated that a range of measures proposed by YVR in relation to delayed or missing baggage would be "useful", with most saying "very useful".** (Engagement survey results shown here; results in the Leger representative survey were consistent with engagement survey):

- Adding an 'expected arrival time' to digital displays in the airport noting when delayed baggage is expected at the carousel (90%)
- Receiving a timely message alert that baggage did not arrive, and information on how to retrieve it (84%)
- In-person support at the airport (84%)
- Ability to track baggage throughout the entire baggage handling process (74%)
- Options for delivering my baggage to me via courier (70%)

**Impact #5: Transportation to and from the airport (including parking)**

- **About one in five (21%) of those who completed the online engagement survey reported being impacted by transportation-related issues.** Slightly over half of those impacted reported encountering issues with public transit, while just under half reported difficulties with accessing taxis or ride-share services, or had a parking related issue, including charges as a result of delays.
- In addition to impacts noted above, open-ended comments from engagement participants included **a desire for more assistance outside the airport related to taxi, rideshare services and the need for better snow plowing on roads.**

**Impact #6: Accessibility**

- Of those who responded to the Phase 2 online engagement survey, about 5% said they have access needs or require accessibility accommodation while travelling. These include physical and mobility issues, travelling with young children or seniors that require assistance, and other medical or communications issues. **Of this group, most rated YVR's effort to support their accessibility need as "less than acceptable",** while a minority said YVR's response was "satisfactory", "very good", or "excellent". Ideas to better support their accessibility needs during any future travel disruptions included more hands-on help for those who need it, more safe spaces to rest, and more golf carts available for those with walking challenges.



# Detailed Findings

# 1. Background

A snowstorm in December 2022 created unprecedented disruptions at the Vancouver International Airport (YVR). While some travellers were able to make it to their destination, many flights in and out of YVR were severely delayed or cancelled. This resulted in thousands of travellers stranded at YVR, lost baggage, and overall disrupted travel during the already busy holiday season. YVR engaged with passengers and the public impacted by the air travel disruption from December 2022 to January 2023 about how they want to be supported and informed during times of major travel disruptions.

## 2. Purpose

YVR undertook an engagement program to hear directly from the public and passengers impacted by the disruption to air travel between December 2022 and January 2023 to learn how they want to be supported and informed during times of major travel disruptions.

YVR hosted its public engagement in two phases. The first phase, from January 24 through to January 30, 2023, invited participants to share input on key areas of interest and methods of engagement, and to register for participation in Phase 2. The second phase, spanning January 31 through March 3, 2023, invited travellers, stakeholders, and the general public to provide input about specific impacts, such as communications, support services for those encountering delays, baggage delays, and overall passenger experience, and provide feedback and potential measures to address impacts.

To ensure the process was as open as possible, participation in Phase 1 was not a prerequisite for involvement in Phase 2—if someone became aware of the process after January 31, they were able to participate in the Phase 2 engagement from January 31 to March 3, 2023.

Input received through the public and traveller engagement is being considered by YVR to help inform actions intended to improve YVR's response to travel disruptions and enhance the overall travel experience for passengers.

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## 3. Participation

During Phase 1, there were a total of 291 feedback forms submitted. During Phase 2, there were 233 feedback forms submitted.

In addition to feedback from those responding to the two engagement surveys, feedback was gathered through the several methods. A stakeholder engagement meeting was facilitated by Kirk & Co. which included leaders from business, tourism, and non-profit organizations, more information is available in section nine.

A representative public opinion survey of British Columbians was conducted by Leger in February 2023 designed to provide a broader view of public and traveller interests and concerns, and based on questions raised in the Phase 2 online engagement survey. As well, three focus groups of impacted travellers facilitated by Leger including those who were personally impacted, frequent flyers, and a mixed group of participants.

## 4. Engagement Period

From January 24 to January 30, 2023, YVR collected feedback as part of Phase 1 of the community engagement process. The public was notified about the engagement opportunity by press release and organic media content. All notification materials directed people to the project website [yvr.ca/en/public-engagement](https://yvr.ca/en/public-engagement) where they could learn more about the Phase 1 engagement and participate in the survey about what they would like to discuss and how in Phase 2.

Feedback topics included how passengers were impacted, engagement methods, and consideration for the second phase of engagement. There was also an opportunity to provide additional comments about the second phase.

From January 31 to March 3, 2023, YVR collected feedback for Phase 2 of the community engagement. The public was notified about the engagement opportunities through social media, press release, and advertising. Those who participated in Phase 1 also received an email detailing opportunities to engage in Phase 2.

All notification materials directed people to the project website [yvr.ca/en/public-engagement](https://yvr.ca/en/public-engagement) where they could learn more about the Phase 2 engagement and participate in the engagement survey.

Feedback topics included questions about how disruptions impacted travellers: communication issues with airport or airlines, delayed or cancelled flight resulting in extended airport stay, aircraft held on the tarmac for more than two hours, delayed or lost baggage, transportation to and from the airport (including parking), and accessibility.

## 5. Notification

Notification activities to inform the public about Phase 1 and Phase 2 engagement opportunities included:



Organic media was shared via a press release from YVR. Coverage from news outlets including but not limited to:

- CBC News Vancouver
- CTV News
- Prince George Citizen
- Global News Vancouver
- DailyHive Vancouver



Social media:

- 2 Instagram stories
- 3 Facebook posts
- 3 LinkedIn posts
- 5 Twitter posts

2 targeted digital advertisements across multiple social platforms to reach a broader audience



Web

- Front-page placement on YVR.ca with a call to action for participation



Stakeholders

- Outreach to several key stakeholders directly to ask for support with amplification and participation.

## 6. Engagement Methods

The Phase 1 feedback form included one question about how the YVR disruptions impacted travellers, and two questions asking respondents to rate proposed subjects and methods for the second phase of engagement. The form also included an opportunity to provide additional comments.

The Phase 2 feedback form included questions about how disruptions impacted travellers from communication issues with airport or airlines, delayed or cancelled flight resulting in extended airport stay, aircraft held on the tarmac for more than two hours, delayed or lost baggage, transportation to and from the airport (including parking), and accessibility. The form also included an opportunity to provide additional comments. Based on the impact respondents experienced, different questions were provided.

Three focus groups of travellers who were personally impacted, frequent flyers and a mixed group of participants were facilitated by Leger.

A representative public opinion survey of British Columbians was conducted by Leger in February 2023, designed to provide a broader view of public and traveller interests and concerns, with questions consistent with the Phase 2 public engagement survey to allow for side-by-side comparison.

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<sup>1</sup> Using data from the 2021 Census, results were weighted according to age, gender, and region in order to ensure a representative sample of the population in British Columbia. No margin of error can be associated with a non-probability sample. However, for comparative purposes, a probability sample of 1,002 respondents would have a margin of error of  $\pm 3.1\%$ , 19 times out of 20.

## 7. Engagement Results

### PHASE 1 ENGAGEMENT RESULTS

The Phase 1 survey asked impacted travellers and the general public to share what topics they would like to see addressed in the second phase of the public and traveller engagement.

Some totals may not add up to 100% due to rounding. All comments made in the open-ended questions have been viewed by the project team.

### PROPOSED ENGAGEMENT SUBJECTS

Engagement participants were asked to select from a list of four impacts how they were impacted by the YVR travel disruption. Participants could select as many impacts that were applicable to their situation, and/or provide an open-ended response if they encountered a different impact. Participants could also express their interest in providing feedback if they were not impacted.

The largest group of participants impacted experienced communication issues with the airport or airline, followed by delayed flights resulting in extended airport stays.

Q. How were you impacted? (select all that apply) (n = 291)	
Type of impact	Percentage
Communication issues with airport or airline	47%
Delayed flight resulting in extended airport stay	44%
Delayed or lost baggage	27%
Aircraft held on tarmac for more than 2 hours	24%
Other	38%
I wasn't travelling but am interested in providing feedback	12%

Those who selected "Other" reported a range of impacts, such as transportation, parking, accessibility, cancelled flights, issues with airlines, and travelling with pets.

### Importance of impacts

Participants viewed all proposed subjects as very important for feedback during Phase 2 engagement.

On a 1-5 scale, with 1 being “less important” and 5 being “more important”, participants were asked to respond on how important four impacts were in terms of being subjects for Phase 2 engagement. Communication issues ranked highest with 85% rating it as a 4 or 5 on the 5-point scale, including over two-thirds (69%) who said it was 5 out of 5 in terms of importance.

Aircraft held on the tarmac for more than two hours ranked as the second highest impact in terms of importance with 80% rating it as a 4 or 5, including two-thirds (66%) who said it was 5 out of 5 in terms of importance.

In total, all four impacts were viewed as important topics with no less than 72% viewing each topic as important (4 or 5 out of 5) and a majority of participants giving each topic a 5 out of 5.

Q. Please rate the following proposed subjects for feedback during Phase 2 engagement (in order of importance):						
Engagement survey, Phase 1 (n=291)	More important = 5	4	3	2	Less important = 1	More important combined (4-5)
Communication issues with airport or airline	69%	16%	9%	2%	4%	85%
Aircraft held on the tarmac for more than 2 hours	66%	14%	8%	3%	9%	80%
Services available at the airport for delayed travellers (e.g. food, water, blankets)	54%	19%	15%	7%	5%	73%
Delayed or lost baggage	51%	21%	12%	7%	9%	72%

## PROPOSED ENGAGEMENT METHODS

Online feedback forms were seen as the most important engagement method with 86% rating it as a 4 or 5 out of 5, and led other methods of engagement by a considerable margin. Most important responded that written submissions were important (70%), followed by virtual Q&A (51%), and in-person small group meetings (39%).

Q. Please rate the following proposed public and traveller engagement methods during Phase 2 engagement (in order of importance):						
Engagement survey, Phase 1 (n=291)	More important = 5	4	3	2	Less important = 1	More important combined (4-5)
Online feedback form	71%	15%	8%	3%	3%	86%
Written submissions	42%	29%	15%	8%	6%	70%
Virtual Q&A	25%	26%	21%	13%	15%	51%
In-person small group meetings	21%	18%	22%	17%	22%	39%

## ADDITIONAL COMMENTS

About one-third of participants in the Phase 1 engagement provided additional comments. Among the leading themes were: ability to provide more feedback on the final form, concerns about timelines of how delays and cancellations were delivered to passengers, concerns around a disaster management plan for future events, and issues with airlines. Some participants stated that they were pleased YVR was engaging with travellers.

## Quotes



"If doing an online form, please allow for people to write additional but important info. We all had our own individual experiences and an opportunity to describe anything that is not part of the form is important."



"To ensure a statistical accurate sample and to get a variety of views, it would be great to get feedback from as wide an audience as possible."



<b>Q. Please provide any additional comments about the proposed engagement subjects, methods, or any other comments on the upcoming engagement period (n = 291)</b>	
<b>Key themes</b>	<b># of mentions</b>
<b>Engagement Process</b>	
Ability to provide more feedback on the final form	19
Happy that YVR is taking time to engage with travellers	11
Desire to hear from YVR staff the steps they will be taking to remedy the issues caused	5
Want YVR to host an online information session once feedback is received	4
Desire for the airline and airport staff to also be able to provide feedback	3
Need to more actively seek out travellers, including those residing outside of Canada and whose flights to Vancouver were cancelled	3
<b>YVR Operations and Facilities</b>	
Concerns around a disaster management plan for future events	8
Issues with the airlines	8
Consideration to invest in more snow equipment	6
Issues with food services and restaurants running out of food	3
<b>Communication</b>	
Concerns about timelines of how delays and cancellations were delivered to passengers	14
<b>Costs and Compensation</b>	
Concerns around associated costs with disrupted travel	6
Looking for compensation from airport or airline	2
<b>Accessibility Concerns</b>	
Accessibility concerns including traveling with pets, children, minors travelling alone, seniors, and people with disabilities	4
<b>Other</b>	
No response	195

*Note: Themes with a single mention have not been included in the summary of qualitative results in this table, but all comments will be reviewed and considered by the project team.*

### PHASE 2 ENGAGEMENT RESULTS

#### Quantitative survey results

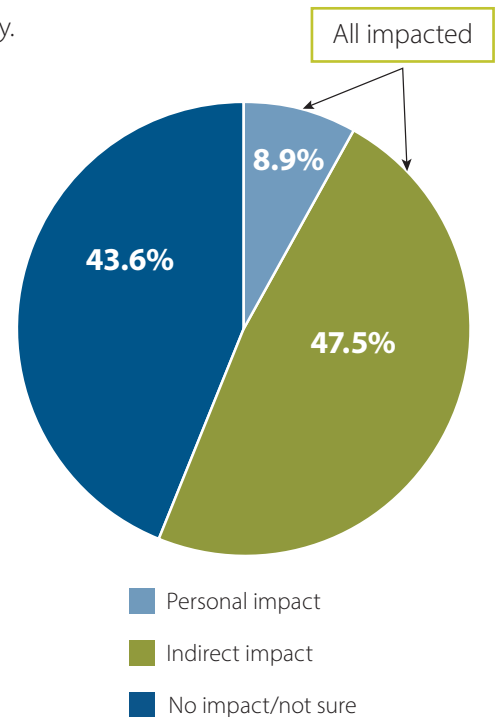
Informed by feedback gathered from Phase 1 participants on how they were impacted, importance of topics, and engagement methods, the Phase 2 engagement was launched on January 31, 2023.

This section integrates results from two streams of quantitative feedback in Phase 2:

- **Online engagement survey** – YVR invited the public and travellers to provide their feedback and complete an online survey (See copies of Engagement surveys in Appendix B).
- 233 public and impacted travellers completed the Engagement survey.

- **Leger representative survey** – Leger surveyed a representative sample of British Columbians through its online panel. In total, 1,002 adult British Columbians completed this survey, which included questions consistent with the online engagement survey. The Phase 2 results include the results from Leger as follows:

- **Personal Impact** – Those who said they were personally impacted by the YVR travel disruption (n= 89)
- **Impacted** – Those who said they were either personally or indirectly impacted by the YVR travel disruption (n=526)
- **Total** – general population, including those impacted and not impacted by the YVR travel disruption (n=1,002)



*Note: Where there are comparable results, the Engagement survey and Leger representative survey are shown side-by-side. Where the results are unique to either of the surveys, they are shown separately.*

### PERCEPTION OF YVR

The Leger representative survey asked participants about their overall perception of YVR. Overall, about two-thirds (65%) have a favourable perception, including one-quarter (25%) who have a very favourable perception. Only 6% have an unfavourable perception, while 30% are neutral or unsure.

At the same time, 69% said travel disruptions at YVR in and around the Christmas travel period impacted their perception in a negative way. Of those who were personally impacted by the YVR travel disruption, 70% have a favourable impression of YVR, while 16% have an unfavourable impression with only 13% having a neutral view.

**Q. What is your overall perception of Vancouver Airport (YVR)?**

	Very favourable	Somewhat favourable	Neither favourable or unfavourable	Somewhat unfavourable	Very unfavourable	Not sure	Favourable (all)
Leger Survey Personal Impact (n=89)	<b>15%</b>	<b>55%</b>	13%	3%	13%	0%	71%
Leger Survey All Impacted (n=526)	<b>24%</b>	<b>48%</b>	19%	3%	3%	3%	72%
Leger Survey Total (n=1002)	<b>25%</b>	<b>40%</b>	23%	3%	3%	7%	65%

Awareness of the YVR disruption was high among the general public. Over three-quarters of respondents in the Leger representative survey had read, seen, or heard something about the YVR travel disruption.

**Did you see, read, or hear anything about the travel disruptions at Vancouver Airport (YVR)?****Leger Survey Total****76% Yes****24% No**

Whether one was impacted or not, about two-thirds had a more negative perception of YVR based on the travel disruption over the holidays. Those who were personally impacted were more likely to respond that they were “a lot more negative” about YVR (31%) compared to the total sample (21%).

**Q. How did the things you see, read, or hear impact your overall perception of YVR?**

	A lot more positive	A little more positive	A bit more negative	A lot more negative	Not sure	More negative
Leger Survey Personal Impact (n=89)	8%	13%	<b>34%</b>	<b>31%</b>	14%	65%
Leger Survey All Impacted (n=526)	2%	9%	<b>44%</b>	<b>25%</b>	16%	69%
Leger Survey Total (n=1002)	2%	11%	<b>46%</b>	<b>26%</b>	16%	71%

**IMPACTS**

Phase 1 participants viewed engagement topics – communications, extended airport stays, aircraft held on the tarmac, and delayed or lost baggage – as important topics to be included in Phase 2 engagement. In addition, based on feedback, Transportation to and from the airport (including parking) was added as a topic for the Phase 2 engagement.

For each of the six impacts, participants provided feedback based on whether they encountered that

impact. For example, feedback on communication impacts was provided by 111 or 47% of the 233 respondents.

The impacts reported in the Phase 2 engagement survey were similar to the Phase 1 engagement with communications and extended airport stays ranking as the top two impacts experienced by survey participants. The Leger representative survey differed in that extended airport stay was the top impact experienced followed by delay or lost baggage then communications.

<b>Q. How were you impacted during the recent travel disruptions? (Choose one or more)</b>			
<b>Type of impact</b>	<b>Total from Engagement survey (n=233)</b>	<b>Total from Leger Survey Personal Impact (n=89)</b>	<b>Total from Leger Survey All Impacted (n=526)</b>
Communications issues with airport or airline	47%	34%	29%
Delayed or cancelled flight resulting in extended airport stay	45%	56%	73%
Aircraft held on tarmac for more than two hours	25%	28%	25%
Delayed or lost baggage	22%	36%	38%
Transportation to and from the airport (including parking)	21%	21%	12%
I was not directly impacted but am interested in providing feedback	29%	4%	5%

### COMMUNICATIONS ISSUES WITH AIRPORT OR AIRLINE

More engagement participants were impacted by communications issues with the airport or airlines than any other impact studied.

(85%) of participants who completed the online survey (more than 7-in-8) rated the timeliness of information provided by YVR about the availability of special support such as free hotel rooms and food vouchers, as less than, or much less than acceptable.

#### Q. How would you rate the timeliness of information provided by YVR about the availability of special support measures in the terminal during the travel disruption such as free hotel rooms, food vouchers, ground travel vouchers, establishment of care and comfort rest area, blankets, food, and toiletries?

Engagement survey, Phase 2 (n=105)	Excellent	Very good	Acceptable	Less than acceptable	Much less than acceptable	Less and much less than acceptable combined
	0%	0%	13%	27%	58%	85%

The usefulness of various methods of receiving information about the airport during a travel disruption were put forward to participants in the engagement survey (those specifically impacted by communications issues), and the general public responding through the Leger representative survey.

Majority of engagement survey participants (51%) impacted by communications issues viewed speaking with an airport representative as either somewhat or very useful. Less than half of engagement participants viewed other methods such as email correspondence with the airport (46%), media outlets (43%), YVR website (43%), and social media (40%) as useful.

Those personally impacted by the YVR disruption responding through the Leger representative survey found potential methods to be somewhat more useful than engagement participants – speaking with an airport representative (56%) and YVR website (56%) were seen as the most useful among the methods listed. A majority of the general public – combining those impacted by the travel disruption and those who weren't – found all methods to be either very or somewhat useful, with the YVR website seen as the most useful (69%) followed by media outlets (66%) and speaking with an airport representative (65%).

**Q. How useful are the following methods of receiving information about the airport during a travel disruption (in order of importance)?**

**Useful (very useful and somewhat useful combined)**

	Engagement Survey (n=111)	Leger Survey Personal Impact (n=89)	Leger Survey Impact (n=526)	Leger Survey Total (n=1002)
Speaking with an airport representative	51%	56%	64%	65%
YVR website	43%	56%	67%	69%
Media outlets (TV, radio, newspaper, online)	43%	53%	64%	65%
Email correspondence with the airport	46%	48%	50%	49%
Social media	40%	48%	56%	54%

Most engagement participants (86%) said it was important to receive information from a single source (where possible) during travel disruptions.

**Q. How important is it to you to receive information from a single source (where possible) during travel disruptions, instead of from different organizations (e.g., getting all the information you need from YVR instead of some of the information from your airline)**

Engagement survey, Phase 2 (n = 111)	Very important	Somewhat important	Neither important nor not important	Somewhat not important	Not important	Very and somewhat important combined
	56%	30%	11%	3%	1%	86%

All potential measures provided for feedback concerning the type of information that could be provided during a travel disruption were viewed as useful by over 4-in-5 impacted engagement participants, and most responded that these methods would be very useful. More frequent flight information and airport updates was viewed as useful by 89% of those impacted by communications issues.

**Q. During the disruption, how useful would the following information have been for you to improve your experience (in order of importance)?**

<b>Engagement survey, Phase 2 (n = 110)</b>	Very useful	Somewhat useful	Neither useful nor not useful	Somewhat not useful	Very not useful	<b>Very and somewhat useful combined</b>
More frequent flight information and airport updates	78%	11%	3%	0%	7%	<b>89%</b>
Amount of time anticipated until the next update on the status of a flight (e.g., so you could leave the airport and return later)	72%	12%	5%	0%	7%	<b>84%</b>
Services and support available to you at the airport for the duration of flight delays (e.g., food, water, blankets, care and comfort rest areas etc.)	68%	13%	11%	1%	7%	<b>81%</b>
Guidance about whether I should come to the airport given ongoing uncertainty about flight departures and arrivals	69%	11%	5%	0%	12%	<b>80%</b>

Engagement participants and the general public, via the Leger representative survey, were strongly supportive of proposed approaches to improve communications with travellers and the public. Electronic displays in terminal activated to provide information during travel disruptions was viewed as useful by 88% of engagement participants and 83% of the general public. A dedicated web page activated during travel disruptions and expanded deployment of the YVR “Green Coats” were also seen as useful by high percentage of both engagement survey participants and the general public.

**Q. Please rate your level of support for the following potential additional communication approaches to improve communications with travellers and the public (in order of importance):**

**Useful (very useful and somewhat useful combined)**

	Engagement Survey (n=110)	Leger Survey Personal Impact (n=89)	Leger Survey Impact (n=526)	Leger Survey Total (n=1002)
Electronic displays in terminal activated during travel disruptions to provide information similar to the web page	88%	78%	85%	83%
Dedicated web page activated specifically during major travel disruptions to provide a single source for all key passenger and operations information	85%	72%	81%	81%
Expanded deployment of YVR "Green Coats" – dedicated volunteer customer service ambassadors who provide in-person information/direction/translation to travellers and the public at the airport	72%	72%	57%	74%

Engagement survey participants were invited to provide additional comments. Top mentions included more timely updates, more crew on the ground, and issues with airlines.

### Quotes



"If you don't want people to come to the airport then say that sooner. Not 2-3 hours before the flight when you are told to be there 2-3 hours before your flight. We live in Chilliwack. That's 2 hours right there we need so we leave 4-5 hours before."



"Green Coats are volunteers. Give me airport public relations paid staff on the ground during these events giving real information. Own the problem, be accountable, and make it right."



"It seemed so understaffed and unprepared for snow."



"I was really [upset with my airline] for not providing communication, but at the same time I don't believe the information from YVR was getting to the airlines."



**Q. Please provide any further comments about how communications with you could have been improved: (n = 66)**

Key themes	# of mentions
Airlines	
Issues with airlines	11
Concerns over communication between airlines and YVR	2
In-person Communications	
More timely updates	15
More crew on the ground	12
More senior leadership on site	3
Online Communications	
More email and text messages	8
Mitigation of conflicting information	6
Desire for more information sharing on social media	3
More customer service agents (people to respond to messages)	3
Accessibility	
More on the ground information for those who are less-internet savvy	2

**DELAYED OR CANCELLED FLIGHT RESULTING IN EXTENDED AIRPORT STAYS**

Of those engagement survey participants impacted by delayed or cancelled flights, more than half (57%) were originally scheduled to fly between December 18 – 20, 2022.

<b>Q. What day were you originally scheduled to fly? (n = 108)</b>	
<b>Date</b>	<b>Percentage</b>
December 18, 2022	10%
December 19, 2022	18%
December 20, 2022	29%
December 21, 2022	9%
December 22, 2022	10%
December 23, 2022	7%
December 24, 2022	5%
December 25, 2022	3%
Outside December 18, 2022 – January 4, 2023	10%

Of those impacted, about half made it to their desired destination, following the delay, while about one-third (33%) made alternative travel plans, and 17% cancelled their plans and did not travel.

<b>Q. Did you ultimately get to your desired destination or did you make alternative plans? (n = 107)</b>	
<b>Answer</b>	<b>Percentage</b>
Made it to my desired destination following the delay	51%
Made alternative travel plans	33%
Cancelled my plans and did not travel	17%

Most engagement survey participants impacted by a delayed or cancelled flight viewed the timeliness of information provided by YVR about the overall operational status of the airport as less than acceptable (81%), and majority found it much less than acceptable (53%).

The Leger representative survey results differed with the engagement survey. In the Leger survey, the majority (53%) of those who said they were personally impacted by travel disruptions rated the timeliness of information provided by YVR as acceptable, very good, or excellent, while 45% of those said it was less than acceptable.

**Q. How would you rate the timeliness of information provided by YVR about the overall operational status of the airport (e.g., flight delays, cancellation, tarmac delays, baggage assistance, airport congestion, etc.)?**

	Excellent	Very good	Acceptable	Less than acceptable	Much less than acceptable	Unsure	Total of less than acceptable and much less than acceptable
<b>Engagement Survey (n=111)</b>	0%	3%	16%	<b>28%</b>	<b>53%</b>	N/A	<b>81%</b>
<b>Leger Survey Personal Impact (n=89)</b>	9%	21%	23%	<b>26%</b>	<b>19%</b>	2%	<b>45%</b>
<b>Leger Survey Impacted (n=526)</b>	5%	12%	22%	<b>33%</b>	<b>15%</b>	13%	<b>48%</b>
<b>Leger Survey Total (n=1002)</b>	5%	10%	22%	<b>27%</b>	<b>11%</b>	25%	<b>38%</b>

About half of those impacted by an extended stay at YVR (47%) reported that their stay was over 12 hours.

**Q. How long did you spend during your extended stay at YVR? (n = 103)**

Amount of time	Percentage
1-6 hours	30%
6-12 hours	23%
12-24 hours	15%
Over 24 hours	32%

Three-quarters of impacted travellers rated YVR's effort to meet their needs while at YVR for an extended period as less than acceptable (75%), with majority finding it much less than acceptable (51%).

**Q. How would you rate the effort made by YVR to meet your needs while at YVR for an extended period (e.g., providing information, food, water, blankets, the care and comfort rest area, arranging for hotel accommodation, ground transportation vouchers)?**

<b>Engagement survey, Phase 2 (n = 104)</b>	Excellent	Very good	Acceptable	Less than acceptable	Much less than acceptable	<b>Less and much less than acceptable combined</b>
	0%	3%	22%	24%	51%	<b>75%</b>

Charging outlets (79%) and food and beverage options (71%) were the top items chosen that would have eased the extended stay of impacted travellers. All items tested had some level of support, indicating a level of need during the disruption.

**Q. Were there any items that were not easy to access that would have eased your stay at YVR during the disruption? (Select all that apply) (n = 91)**

<b>Items with difficult access</b>	<b>Percentage</b>
Charging outlets for laptops, mobile phones, tablets	79%
Food and beverage options	71%
Warming areas in the terminal	34%
WiFi access	32%
Sleeping or rest alternatives/accommodation options	23%
Medical supplies (e.g., medication)	16%
Terminal services such as play areas or entertainment	11%
Children supplies (e.g., diapers and baby food)	10%

Results from both the engagement survey and Leger representative survey indicate strong support for potential services available for delayed travellers. The three proposed services – accommodation for significantly delayed travellers, transportation support, and emergency centres – had similar levels of support in both surveys.

**Q. Please rate your level of support for the following potential services available for delayed travellers (in order of importance):**

**Support (strongly support and somewhat support)**

	Engagement Survey (n=102)	Leger Survey Personal Impact (n=89)	Leger Survey Impact (n=526)	Leger Survey Total (n=1002)
Accommodation for significantly delayed travellers under extraordinary situations (e.g., over the holidays)	84%	75%	86%	85%
Transportation support to nearby hotels for significantly delayed travellers under extraordinary situations (e.g., over the holidays)	84%	77%	85%	85%
Working with local providers/agencies to set up emergency centres for needs such as food, water, rest/sleep, etc.	82%	77%	84%	85%

Those impacted by an extended airport stay had the opportunity to provide additional comments in the engagement survey. Concerns over lack of support services on the ground and emergency preparedness were among the leading mentions.

### Quotes



**"There just seemed to be a general lack of support. We couldn't find anyone to ask for information. Could be that there were just far too many stranded passengers?"**



**"I just wish there had been someone to assist all of the people who were displaced. Some people knew where to go and others didn't."**



**"HUMAN contact!!!! I cannot stress this enough! The older population does not use social media and struggles with navigating through electronic communication."**

**Q. Please provide any additional comments about your experience at the airport or ways that your experience could have been improved. (n = 57)**

Key themes	# of mentions
Support Services	
Concerns over lack of support services on the ground	14
Concerns over lack of food and drinks	5
Concerns over limited access to hotels	5
YVR Operations and Facilities, and Airlines	
Concern over lack of emergency preparedness	7
Issues with airline	5
Security at baggage claim	4
Concerned over cleanliness of the airport (bathrooms)	3
Concerns over wait lines for transportation (taxi, Uber, shuttles)	3
Communication	
Concerns over decision of announcing when flights were delayed	6
Concerns over senior leadership communication	2
Other	
No response	177
Concern over lack of financial compensation for travellers	2

**AIRCRAFT HELD ON TARMAC FOR MORE THAN TWO HOURS**

Two-in-five (40%) spent five hours or more on an aircraft at YVR after their scheduled departure or arrival time.

<b>Q. What day were you scheduled to arrive or take off from YVR? (n = 58)</b>	
<b>Date</b>	<b>Percentage</b>
December 20, 2022	26%
December 21, 2022	10%
December 22, 2022	7%
December 23, 2022	7%
December 24, 2022	2%
December 25, 2022	2%
Outside December 18, 2022 – January 4, 2023	43%

<b>Q. How long did you spend on an aircraft at YVR after your scheduled departure or arrival time (not including flight time)? (n = 58)</b>	
<b>Amount of time</b>	<b>Percentage</b>
2-3 hours	31%
3-4 hours	17%
4-5 hours	12%
5+ hours	40%

While federal regulations outline communications obligations for airlines during tarmac delays, YVR put forward ideas to ask participants how useful certain information would have been in their situation. Aside from a clear timeframe for disembarking the aircraft, engagement participants impacted were mixed as to whether access to other types of information would have been useful. Information about support services and personal supplies available within the airport was seen as useful by 44% of participants, followed by where to obtain information about re-scheduling flights (39%). Information about nearby hotels or other local accommodations (34%), the location of YVR information desks and services (32%), and ground transportation (27%) was seen as useful by fewer respondents.

**Q. Subject to safety consideration and feasibility, federal regulations outline communications obligations for airlines during tarmac delays, such as timely information updates and enabling passengers to communicate with people outside the aircraft.**


**Aside from a clear timeframe for disembarking the aircraft, how useful would the following information have been for you in this situation? (in order of importance).**


<b>Engagement survey, Phase 2 (n = 59)</b>	Very useful	Somewhat useful	Neither useful nor not useful	Somewhat not useful	Very not useful	<b>Very and somewhat useful combined</b>
Support services and personal supplies available within the airport	20%	24%	15%	12%	29%	<b>44%</b>
Where to obtain more information about re-scheduling your flight or connecting flights	29%	14%	15%	14%	25%	<b>43%</b>
Nearby hotels or other local accommodations	19%	15%	31%	10%	22%	<b>34%</b>
Location of YVR information desks and services	14%	14%	24%	14%	25%	<b>33%</b>
Ground transportation (e.g., taxi, ride share) from airport	14%	14%	34%	5%	32%	<b>28%</b>


Those impacted by a delay on the tarmac had the opportunity to provide additional comments. Concerns over emergency safety preparedness was the top mention along with concerns over the limited supply of de-icing fluid, communication with passengers, and issues with airlines.





Quotes

 "Leaving people on the tarmac for hours isn't a solution. Only having one runway operational isn't acceptable. De-icing mismanagement isn't acceptable. Landing planes and having no place to park or service them isn't acceptable. From listening to radio comms it was quite clear you had a lack of labour at the airport to deal with several operations and services."

 "We received no communication about the delay from anyone."

 "The airport did not have adequate staff or equipment on hand to prevent the issues with de-icing delays. This resulted in a cascading effect."

 "We were not provided adequate access to food/water/restrooms while were stuck on the tarmac."

 "I believe there was more to then just 'weather related' problems causing mass cancellations. Lack of transparency. All round the experience was awful..."

**Q. Please provide any further comments about your experience on the tarmac or ways your experience could have been improved (n = 43)**

Key themes	# of mentions
YVR Operations and Facilities, and Airlines	
Concerns over emergency safety preparedness	7
Issues with airline	5
Concerns there was a limited supply of de-icing fluid	5
Concerns over ground crew preparedness	5
Positive experience with the YVR staff	2
Accessibility Concerns	
Concerns over being on the plane on the tarmac overnight	5
Concerns over travelling with children, elderly, those with disabilities, and/or pets	1
Communication	
Concerns over communication with passengers	6
Concerns over lack of information given to airlines from YVR	1

**DELAYED OR LOST BAGGAGE**

Of engagement survey participants impacted by baggage issues, about half (47%) were impacted between December 19 – 20, 2022. Participants were split almost evenly between those continuing on to another destination (48%) and those who were not (52%). Over half of those impacted were separated from their baggage for over five days (54%), with two-in-five (40%) separated from their baggage for over 8 days.

<b>Q. What day was your baggage first delayed or missing? (n = 49)</b>	
<b>Date</b>	<b>Percentage</b>
December 18, 2022	2%
December 19, 2022	35%
December 20, 2022	12%
December 21, 2022	4%
December 22, 2022	10%
December 23, 2022	4%
December 24, 2022	10%
December 25, 2022	2%
January 2, 2023	2%
January 4, 2023	2%
Outside December 18, 2022 – January 4, 2023	16%

<b>Q. Did you continue on to another destination from YVR? (n = 50)</b>	
<b>Answer</b>	<b>Percentage</b>
Yes	48%
No	52%

**Q. How long were you separated from your baggage? (n = 50)**

Amount of time	Percentage
Less than 24 hours	22%
1-2 days	8%
3-4 days	16%
5-7 days	14%
8+ days	40%

Of those impacted by a baggage delay, over three-quarters (78%) viewed YVR's efforts to assist them in finding their baggage as less than acceptable and over half (54%) said it was much less than acceptable.

**Q. How would you rate the effort made by YVR to assist you in finding your baggage at the airport?**

Engagement survey, Phase 2 (n = 50)	Excellent	Very good	Acceptable	Less than acceptable	Much less than acceptable	Less and much less than acceptable combined
	2%	2%	18%	24%	54%	78%

Impacted engagement participants were provided with a list of information and asked how useful it would be to them. Participants were somewhat split between the information being useful or not useful. Results for four of five types of information – timely updates, location of baggage pick-up, options for baggage delivery, and additional services provided by YVR to assist passengers – were identical in terms of combined very and somewhat useful ratings (54%).

**Q. In addition to timely and accurate information about the location of your baggage, how useful would the following information have been to you (in order of importance)?**

<b>Engagement survey, Phase 2 (n = 50)</b>	Very useful	Somewhat useful	Neither useful nor not useful	Somewhat not useful	Very not useful	<b>Very and somewhat useful combined</b>
Timely updates about when my baggage would be available for pick up at the airport	50%	4%	12%	2%	32%	<b>54%</b>
Where my baggage would be available for pick-up at the airport	48%	6%	12%	6%	28%	<b>54%</b>
Options for baggage delivery including timeframes for delivery	48%	6%	12%	2%	32%	<b>54%</b>
Additional services provided by YVR to assist passengers in location baggage	46%	8%	6%	6%	34%	<b>54%</b>
Information about retrieval of baggage from domestic and international flights	42%	4%	16%	4%	42%	<b>46%</b>

If they were aware that their bag was not loaded onto the aircraft, most impacted participants (63%) responded “not sure, depends on travel plans” if they would rebook travel or travel to their destination without baggage.

**Q. If you were in a situation where your bag was not loaded onto the aircraft prior to your flight departing, which option would be more preferable to you? (n = 48)**

Answer	Percentage
Not sure, depends on my travel plans	63%
Not take my flight and rebook for another time with my baggage	23%
Travel to my destination without my baggage	15%

Impacted engagement participants and the general public were broadly supportive of potential services related to delayed or missing baggage. Adding an 'expected arrival time' to the digital displays in the airport had the highest level of support (90%) among impacted engagement participants; the ability to track baggage as it travels through the process rated the highest support (84%) among those in the Leger representative survey who were personally impacted by the travel disruption. Overall, the general public was consistent in support for all five potential services ranging from 78% to 83% support.

**Q. Please rate your level of support for the following potential services related to delayed or missing baggage (in order of importance)**

**Support (strongly or somewhat support)**

	Engagement Survey (n=50)	Leger Survey Personal Impact (n=89)	Leger Survey Impact (n=526)	Leger Survey Total (n=1002)
Adding an 'expected arrival time' to the digital displays in the airport noting when delayed baggage is expected to arrive at the baggage carousel	51%	56%	64%	65%
Receiving a timely message alert that my baggage did not arrive with me on my flight, and instructions about how to retrieve baggage as soon as it is available	43%	56%	67%	69%
In-person support at the airport to provide information about status of my baggage	43%	53%	64%	65%

### Q. Please rate your level of support for the following potential services related to delayed or missing baggage (in order of importance)

#### Support (strongly or somewhat support)

	Engagement Survey (n=50)	Leger Survey Personal Impact (n=89)	Leger Survey Impact (n=526)	Leger Survey Total (n=1002)
Ability to track my baggage as it travels through all baggage processing (e.g., bag in YVR system, bag delivered to airline, bag loaded by airline onto flight)	46%	48%	50%	49%
Options for delivering my baggage to me via courier	40%	48%	56%	54%

Engagement participants impacted by delayed or missing baggage had the opportunity to provide additional feedback. Top mentions were a desire for more in-person communications and more communications around baggage.

#### Quotes



"There should have been a representative that answered questions about our luggage at the airport."



"There should have been announcements on the aircraft. Or, advise everyone to go home and bags will get shipped to one's final destination."



"My bag was lost arriving in Vancouver on December 23rd, and actually it still hasn't been found. The person at the airport who first help me write the missing luggage report was really helpful, but the two times I went to the airport after that, to see if I get help at least in figuring out if my bag was there or had arrived at the airport, both times I met some pretty unhelpful people, who told me there was nothing that the airport could do to help, that it was my problem and I should only talk to the airline - so yeah, pretty disappointing experience, to be honest."



"It would have been helpful to have a better way to contact the luggage centre at the airport, at least to have a more personalized service, with people who actually want to help travellers find their missing luggage."

**Q. Please provide any further comments about your lost or missing baggage or ways that your experience could have been improved. (n = 65)**

Key themes	# of mentions
Desire for more in-person communications	17
Desire for more communication around baggage	15
Issues with delayed baggage	12
Issues with the airlines	6
Concerns around security of bags left behind	4
No comment	3
Concerns around damage to bags	2
Looking for compensation from airport or airline	2
Issues with survey	2

**TRANSPORTATION TO AND FROM THE AIRPORT (INCLUDING PARKING)**

Of those engagement participants impacted by issues concerning transportation to and from the airport (including parking), the largest group encountered public transit or operational issues (55%), closely followed by those not able to access taxi or ride share service (49%), and parking related issues (43%).

**Q. What transportation-related issues did you experience getting to or from the airport? (select all that apply) (n = 47)**

Transportation related issue	Percentage
Desire for more in-person communications	17
Desire for more communication around baggage	15
Issues with delayed baggage	12

Those impacted by transportation issues has the opportunity to provide additional feedback. Top mentions included issues with limited parking, issues with delayed buses and SkyTrain, and desire to have more taxis available.

Quotes



"Park N Fly was sold out, YVR long stay parking was sold out."



"There were no signs, indications, notifications as such: I found out from other travellers after having stood on the "wrong" (direction) platform with other travellers."



"SkyTrain (Canada Line) was immobile for the whole morning of Tues 20 Dec; I spent a couple of hours pressed like a sardine against other people, both on platforms and on trains. Including bus failures the same morning, my typical 45-minute trip to YVR took about 3 hours."



"It was 9am when I arrived to the parking lot and plows were only beginning to clear the aisles. I had to lug my suitcase in snow to the Skytrain shuttle."

**Q. Please provide any further comments about your experience travelling to or from the airport or ways your experience could have been improved: (n = 27)**

Key themes	# of mentions
YVR Support Services	
Desire to have more taxis available	7
Desire to have more assistance outside for taxis and rideshare services	5
Desire to have better snow plowing on roads	5
Parking	
Issues with limited parking	5
Charges for parking while flight was delayed	1
Transit	
Issues with delayed buses and SkyTrain	6
Missed bus connections	1



**ACCESSIBILITY**

Of those who responded to the Phase 2 engagement survey, about 5% said they have access needs or require accessibility accommodation while travelling. These include physical and mobility issues, travelling with young children or seniors that require assistance, and other medical or communications issues. Of this group,

most rated YVR's effort to support their accessibility need as "less than acceptable", while a minority said YVR's response was "satisfactory", "very good", or "excellent". Ideas to better support their accessibility needs during any future travel disruptions included more hands-on help for those who need it, more safe spaces to rest, and more golf carts available for those with walking challenges.

**Q. Do you have any access need or require accessibility accommodation while travelling? (n = 232)**

Accessibility required	Percentage
No	92%
Yes	5%
Prefer not to answer	3%

**Q. My accessibility concerns are related to (select all that apply): (n = 11)**

Accessibility concern	# of responses
Physical/mobility	6
Other	4
Travelling with young children or seniors who require assistance	2
Cognitive	1
Communication/language/translation	1
Neurological	1
Chronic illness	1
Hearing	0
Mental health	0
Vision	0

**Q. Please provide any additional comments about how YVR could better support you with your accessibility needs during any future travel disruptions. (n = 6)**

**Quotes**



“The autistic community typically benefits from a high level of structure and predictability, so travel disruptions and sudden changes can be quite anxiety-inducing and problematic, potentially resulting in a meltdown or shutdown.”



“The autistic community varies in their use of social media. Being able to easily access a customer service agent without waiting in a long line or on hold for a long time can be helpful.”



“When I deplane, they bring me up the bridge to the lounge. The “people mover” then takes several people to the elevator to descend to pick up luggage. From this point, there is no help available...no wheelchairs, people movers etc. to get you to the taxis or help with luggage. I find this a real problem.”

Additional comments on accessibility needs	# of mentions
Accessibility Aids	
Suggestion for more hands-on help for those who need it	2
Concerns over damage to mobility aids (wheelchairs, scooters, canes, etc.)	1
Suggestion to have more golf carts available for those with walking challenges	1
Resting Area	
Desire to have more safe spaces to rest	2

## ADDITIONAL COMMENTS

All engagement survey participants had the opportunity to provide additional comments at the conclusion of the survey. Top mentions included concern over lack of emergency preparedness, investing more in snow removal and de-icing equipment, issues with airlines, and general lack of communication.

### Quotes



"Want transparency from senior leadership on what they were doing when passengers were on the tarmac for 12+ hours."



"This was by far the worst airport experience I've ever encountered. The lack of service available by YVR Airport was pathetic. This is THE major airport for the western part of the country, the inability to plow snow, have gates available, or to do anything but essentially shut down the airport is unacceptable."



"We understand that delays due to weather is no one's fault, but we also realize that YVR was not prepared to handle it properly. We felt that the ground staff were as helpful and polite as they could possibly be, but they were giving out limited information as that is all that they had."



"YVR needs to hold its airlines to higher standards of accountability. [My airline] dropped the ball in getting us home. They didn't re-book our cancelled flight and then charged us for it when we had to make the reservations ourselves."



"A more robust solution is needed to clear runways and deice planes."



"Create dedicated spaces in the airport as "passenger support hubs" where airlines can be brought in to assist passengers who are affected on an individual basis – considering that many people arrived at the airport and waited in long lines at check in desks to speak to airline representatives."



"The issue with the communications is that it was not clear, concise or provided relief for individuals going through it. There was no reassurance there. There was no organization as to how to ensure a smooth flow to tackle the issue of where do customers go from there. It was all just confusing."



"Having designated "Green Coat" volunteers is an excellent idea. But these volunteers should be prepared emotionally. Air travel isn't as pleasant as it used to be, and travelling is now stressful. It would be awful if the Green Coats will be emotional punching bags for unhappy travellers."



"If you can inform passengers to be at airport early, don't say that airport workers can't get to work, therefore causing delays due to shortage of workers when passengers are able to make it to the airport way ahead."

<b>Q. Please provide any further comments you have about your experience during the recent travel disruptions. (n = 233)</b>	
<b>Key themes</b>	<b># of mentions</b>
<b>Support Services</b>	
Concerns over lack of support services on the ground	8
Concerns over lack of financial compensation	8
Concerns over lack of food and drinks	5
Concerns over limited access to hotels	3
<b>YVR Operations and Facilities, and Airlines</b>	
Concern over lack of emergency preparedness	29
Suggestion to invest more in snow removal and de-icing equipment	14
Issues with airline	13
Concerns over wait lines for transportation (taxi, Uber, shuttles)	3
Concerned over cleanliness of the airport (bathrooms)	2
Security at baggage claim	1
<b>Communication</b>	
General lack of communication	11
Appreciation for communication efforts made	6
Concerns over decision of announcing when flights were delayed	5
Concerns over senior leadership communication	4
<b>Other</b>	
No response	118


As part of the engagement, three e-mails were submitted. Issues raised included issues with airlines and YVR operations, including concerns around a disaster management plan for future events, and issues with baggage claim wait times.


## 8. Stakeholder Meetings



YVR held a meeting with local government, stakeholders, and community members including:

- Alzheimer Society of BC
- Canucks Autism Networks
- Destination BC
- Destination Vancouver
- Greater Vancouver Board of Trade
- Red Cross
- Richmond Chamber of Commerce
- Tourism Whistler

### Key themes from the meeting included:

Topic	Key Themes
<b>Communications</b>	<ul style="list-style-type: none"> <li>– Support for the potential communication improvements noted in the feedback form</li> <li>– Support for significantly more external communications using social media and traditional media</li> <li>– It was noted that the YVR website was too slow to be very useful during the disruption</li> <li>– Ask organizations such as Destination BC to utilize their extensive membership network to help amplify YVR communications</li> </ul> <p><b>Quote</b></p> <hr/> <p> <b>“The dedicated webpage and electronic displays and terminals would be very important, but I think probably more importantly, would be to ensure that there's lots of external communication through Twitter and through local media and things before people even left their home.”</b></p>

Topic	Key Themes
<p><b>Services for Travellers Delayed at YVR</b></p>	<ul style="list-style-type: none"> <li>– Making sure that staff are trained to assist travellers who are emotional or anxious</li> <li>– Doing advance work with the Red Cross to utilize their services such as staffing other supports more fully</li> <li>– Utilize volunteers from Destination BC, as needed</li> <li>– Red Cross noted support services provided to YVR during the travel disruption, and recommended for future</li> <li>– Red Cross support to YVR during travel disruptions: <ul style="list-style-type: none"> <li>• Ensure YVR Ops Centre has the number of the on-call Red Cross Duty Officer for future emergencies: 1-888-800-6493 - Red Cross will include YVR Ops Centre number in our list of contact</li> <li>• A more formal agreement between YVR and the Red Cross could make future responses more seamless and manage expectations about the services available from the Red Cross</li> <li>• It is recommended to include the Red Cross in future tabletops or full scale emergency exercises, either as an observer or a participant, particularly with regard to emergency shelters, family reunification, social well-being support, and more</li> </ul> </li> </ul> <p><b>Quote</b></p> <hr/> <p> <b>“I can track my Uber I can track my Skip The Dishes, why can't I track my bag so we're in this era of people wanting to be able to track everything and having an instant notification on their phone when the delivery of their takeout is, is where it's at. So, I think that's something that the public is used to wanting to know and increasingly with their bag as well.”</b></p>

Topic	Key Themes
<b>All-Hands-on-Deck</b>	<p data-bbox="464 436 1349 499">– Participants said that they didn't think YVR got enough credit for their efforts, noting that they took an "all hands-on deck" approach which meant:</p> <ul data-bbox="521 520 1386 621" style="list-style-type: none"><li>• Management and staff helping with baggage, helping deliver food, water, blankets and other supports to delayed travellers and many other efforts to assist delayed travellers</li></ul> <p data-bbox="464 642 553 663"><b>Quotes</b></p> <hr data-bbox="464 680 1442 684"/> <p data-bbox="464 722 1406 894"> "[An executive] was down with the bags trying to find bags for people and that during that time at YVR, it's all hands-on deck, everybody pitches in and helps out if they can. And I thought that was just a great story. And she was talking about what the experience was like being able to deliver bags to people and I think you're doing the right thing."</p> <p data-bbox="464 926 1406 1098"> "I don't think YVR got enough credit, certainly not in a lot of the media coverage about all the very active things that you did do to sort of bring the level down a significant amount and that's unfortunate, but that's how the media works. We know. I did want to say to the extent that it could be helpful in a situation like this."</p>

## 9. Leger Focus Group Summary

As part of the Phase 2 engagement, Leger facilitated three 90-minute focus groups held on the evening of March 7 and 8, 2023.

Participants were recruited for a mix of residents who were aware of the December travel disruptions, personally or indirectly affected by the disruptions, and by gender, age, and flight frequency. All 21 participants received a \$125 honorarium for participating.

Focus group participants agreed that YVR's image suffered as a result of the travel disruptions. Passengers felt YVR was not prepared, and there was an expectation that YVR should have publicly acknowledged what happened, taken responsibility, and informed the public about steps to avoid the same issues in the future.

Examples of what YVR did well included calling in the Red Cross, regularly updating the website (mentioned by some, rejected by others), and handing out snacks and water.

Examples of what YVR should improve included consistent, timely, relevant information; managing capacity in the airport; and being more prepared (e.g., de-icing, food, water, services, medicine, a plan).

Communications was the main source of frustration for focus group participants.

Although most focus group participants experienced delayed or cancelled flights, this was not their biggest frustration; it was the untimely and inconsistent communication.

- No coordination between YVR and airlines, causing misinformation.
- Late notice of delayed flights/continued delays after passengers left home and arrived at YVR.
- Untrained Green Coats did not have the information travellers needed.
- Low tolerance for finger-pointing and excuse-making, which some felt YVR's media communications did.
- Those who found information had to do it through several different channels: YVR, airlines, transit, other companies.

### Quote



**“Nobody told me anything. People were running around confused. They were good at making excuses... in terms of what was seen in the media.”**

<sup>2</sup> Qualitative findings should be viewed as directional rather than statistically based; caution should be exercised when extrapolating the findings to all British Columbians. Qualitative research is exploratory in nature and involves a limited number of participants. That said, the consistency of findings allows for key insights and conclusions to be derived from the research.



Key information travellers were looking for included:

1. Flights: Are any flights taking off?
2. Transportation: Is the Skytrain operating to the airport?
3. Services: Where can those in the airport find food, water, and places to sit/lay down?
4. What to expect: When will service resume?
5. Why: Provide explanations as to why things are not operating

Other top frustrations included:

- Extra people at airport due to delayed/cancelled flights led to chaos and overcrowding.
- Access to food and beverage were a concern since concessions ran out of food or closed at regular hours.
- Some found airport food expensive, so to be stranded for long periods of time meant many weren't eating what they wanted or were driving up the bill – which decreased morale of travellers.
- Having a place to sit down near a power outlet was competitive, especially for those who wanted to charge their phones.
- Situation was seen as particularly challenging for families with small children.

#### Quote



**“There was nowhere to sit in the airport. It was figuring out how to both get you out of there, but also make you comfortable and not break the bank because you're forced to be there. Food, water, a place to sleep/lay down, somewhere for the kids – trying to mitigate all those compounding efforts. Maybe that's based on a price perspective or maybe it's just access. There was a shortage of food.”**

Focus group participants reinforced the need for easy access to information. Digital information is viewed as more helpful than a live person.

Focus group participants liked the idea of having a dedicated website: the most amount of information in one location.

- Concerns: How to locate this website
- Suggestions:
  - Add notification/banner on YVR website redirecting them to the dedicated website
  - Have QR codes available at YVR taking people to the dedicated website

Participants wanted information on YVR's existing displays as well as having additional displays.

- Main goal: easily access the necessary information.

Green Coats: Participants do not expect volunteers to be knowledgeable and relied on during disruption situations; this is viewed as a responsibility of the airport and airlines.

- Some expressed frustrations about Green Coats not having answers.

#### Quote



**“I'd like to have accurate information. I'd like to have real information, especially in a snow event, where tons of people are packed into one area. Is there any way that there could be a provision for getting that information on your phone when you're not actually at the gate?”**

Passengers held on the tarmac find it very stressful and want information on anticipated wait times.

During the focus groups, the idea of staying inside an airplane for several hours was a source of anxiety for most. Regardless of whether they are departing or arriving at their destination, passengers want to know how long they will be required to stay inside the aircraft before take-off or disembarkment.

- Take-off: If impending take-off, passengers prefer to stay onboard, but if a long wait is expected (2h+), option of disembarking and walking around the airport is preferred.
- Disembarkment: Arriving passengers want to leave the aircraft as soon as possible.
- If external staircases were available, all feel the decision to disembark should be based on personal preference.

Main concerns:

- Understanding the situation and next steps.
- Not having WiFi to communicate with others/find information.
- Anticipation and uncertainty about whether they will depart or not.

### Quote



**“Communicate a timeline for how long we’ll be stuck on the plane. It’s frustrating not knowing if I will make it to my connection. I want to know what’s going on.”**

Lost/delayed baggage is stressful for most focus group participants; ability to track baggage and ETAs on digital displays are seen as appealing.

- Ability to track baggage is viewed favourably.
  - Technology is already available elsewhere, both from external companies (e.g., AirTags) and within the airport system
  - Passengers expect to access information from an app or website
- ETAs on digital displays are seen as helpful.
  - Accuracy of information on digital displays is key (e.g., concerns over stolen baggage if bags arrive earlier than indicated)
  - Added benefits for YVR:
    - Passengers more likely to explore and spend money
    - Decreases crowds around baggage carousels
- Most want to access the information themselves.
  - Text message or an app: Show progression, enable personalization of notification settings
  - In-person support: Can cause line-ups and take longer to get information
- Once delayed baggage arrives, passengers want baggage delivery options.
  - Responsibility of airport/airline to deliver delayed baggage
  - Expect baggage returned through airport-shuttle type service
  - Want to be offered delivery options: date, time, and location

### Quote



**“Have an app where everything is cohesive so you're not getting different information from the airline and different information from the airports. A travel app where you can access all of that cohesively - that's a big missing link.”**

The need to provide significantly delayed passengers with basic needs was reinforced in the focus groups.

- Providing for basic needs, such as a place to rest, food, water, and medications to those stranded at the airport are considered one of the highest priorities.
- Airport and airlines should collaborate to provide a comfortable place for passengers of cancelled flights to stay, and also provide transportation to and from accommodations.
- When hotel accommodations are not available, participants suggest that YVR section an area of the airport to set up cots and tents to provide people with a place to rest.
- Expect YVR to invest in partnerships with Red Cross and other organizations that deal with emergency and high-pressure situations to provide basic needs to people.

## Quotes

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**“The concessions were running out of stuff because they weren't prepared for this amount of people actually stuck within the airport and not just flowing through it.”**



**“Having the things there that each individual needs, whether it's food, water, medication, and most importantly, information.”**

# **Appendix A**

Notification materials

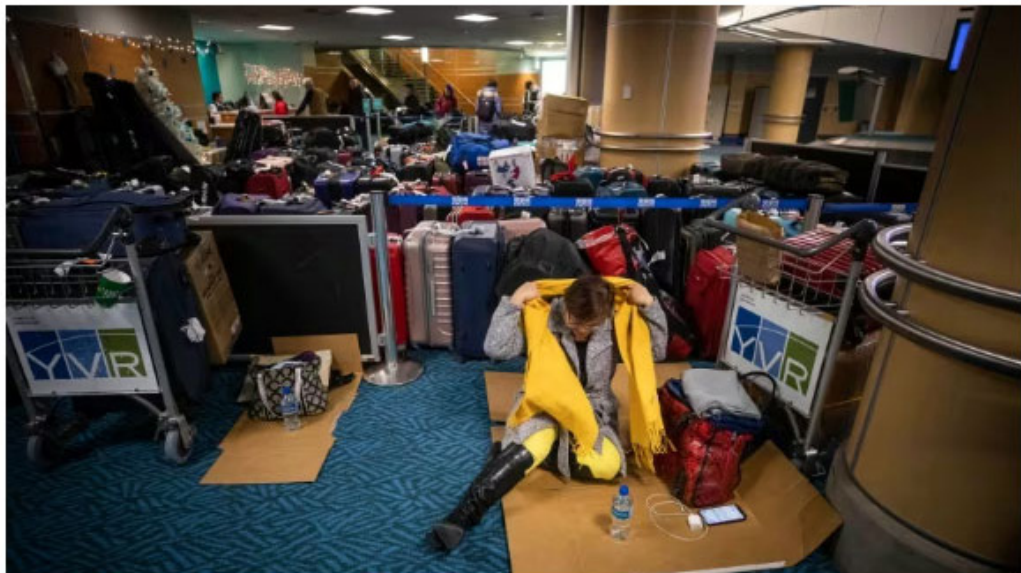
British Columbia

## Vancouver airport wants to hear from passengers caught up in Christmas travel chaos



Airport authority opens registration for period of public engagement for those affected by flight disruption

CBC News · Posted: Jan 24, 2023 1:51 PM PST | Last Updated: January 24



A stranded passenger makes themselves as comfortable as possible in front of rows of missing or delayed luggage at Vancouver International Airport on Dec. 21, 2022. (Ben Nelms/CBC)

[9 comments](#)

Officials at Vancouver International Airport (YVR) are inviting all passengers whose Christmas



CANADA

# Vancouver International Airport seeks feedback on holiday travel disruptions



By **Simon Little** • Global News

Posted January 24, 2023 9:54 pm · Updated January 25, 2023 3:20 pm



WATCH: Anyone impacted by the holiday travel chaos at YVR is being given a chance to give the airport some feedback. – Jan 25, 2023



Were you affected by the chaos at the **Vancouver International Airport** (YVR) over the holiday season? If so, its administrators want to hear from you.

## URBANIZED

MENT

TRANSPORTATION

ARCHITECTURE

NEWS TRANSPORTATION URBANIZED

## YVR airport wants to hear your 2022 holiday season travel nightmares

 Sarah Anderson | Jan 24 2023, 11:53 am



davidantoniuk/Instagram

YVR said it's ready to hear from folks impacted by travel delays, **cancellations**, messy **baggage claims**, and people **stuck on the tarmac** for up to 11 hours during the 2022 holiday season.

President and CEO at Vancouver Airport Authority Tamara Vrooman said in a release that now they need to hear from travellers in particular.

"Through this public engagement process we will hear directly from passengers on how they want to be helped and supported, as well as informed, during times of operational disruption," she said.

TREN



## LinkedIn

**Vancouver Airport Authority** 29,016 followers  
2mo · 🌐


+ Follow ...

After any incident, big or small, we review our procedures to see what we might have done differently. Today, we began the engagement process to hear directly from the public and passengers impacted by the disruption to air travel in December and January.

The public engagement will use a mix of consultation methods, including an online feedback form, virtual focus groups and panels, and written submissions to help ensure a diversity of experiences are included, such as travellers with mobility considerations or varying language or communication needs.

Feedback received during this engagement will be shared with the public in the coming months along with recommendations from the after-action review. This exercise will allow YVR to continue to work across the aviation ecosystem to enhance the overall travel experience for passengers.

Visit <https://lnkd.in/g/j2hEyBX> to learn more and participate in our public engagement.




**YVR public engagement is underway and we want your feedback | YVR**  
yvr.ca · 2 min read

**Vancouver Airport Authority** 29,016 followers  
1mo · 🌐

+ Follow ...



We need your help! YVR is currently seeking feedback from the public on the travel experience. Specifically, we are wanting input from individuals who were impacted by the weather disruptions through December and January, but eager to hear from the overall community. Your insights will help us improve and be a better airport, please fill out the survey and be a part of positive change.  
[www.yvr.ca/engage](http://www.yvr.ca/engage)



**We Want to Hear From You**  
yvr.ca



## Facebook



### Vancouver International Airport

@VancouverInternationalAirport · 4.2 3,177 reviews · Airport

[Learn more](#)

worldairportsurvey.com


Home About Photos Videos More

Like Message Search

**Vancouver International Airport**  
February 21 ·

YVR's Public Engagement Survey has been extended to March 1. We are looking to hear directly from the public and passengers impacted by the disruption to air travel in December and January. Have you sent in your feedback?

Let us know:  
<https://vancouverairportauthority.ca/engagementhq.com/pha...>



VANCOUVERAIRPORTAUTHORITY.CA.ENGAGEMENTHQ.COM

**Phase 2: Public and Traveller Engagement**  
Introduction Operating YVR safely and efficiently is our top priority. Connecting with our co...

10 4 shares

## Twitter




 **YVR**   
@yvrairport ...

We have moved into Phase 2 of our engagement process to hear directly from the public and passengers impacted by the travel disruption in December and January. Your experience at YVR is important to us and we want to hear your feedback. [yvr.ca/engage](https://yvr.ca/engage)




11:33 AM · Feb 2, 2023 · **3,206** Views


Paid Ads

 **Vancouver International Airport**   
Sponsored · 


We know travel over the most recent holiday season was challenging. If you, or someone you know was impacted, we want to hear from you. Weigh in on how you want to be helped, supported and informed, during times of operational disruption, and provide feedback on proposed improvements at YVR.



vancouverairportauthority.ca...  
**YVR | ENGAGE** [Learn more](#)

 **yvrairport**  
Sponsored

**We know travel over the most recent holiday season was challenging. If you, or ... [more](#)**



[Learn more](#) Example 3 of 5

## **Appendix B**

Phase 1 and Phase 2  
Engagement Surveys

**Phase 1: YVR Engagement****Question 1:**

How were you impacted?

- Communication issues with airport or airline
- Delayed flight resulting in extended airport stay
- Delayed or lost baggage
- Aircraft held on tarmac for more than 2 hours
- I wasn't travelling but am interested in providing feedback
- Other

**Question 2:**

If you are someone with an accessibility need (e.g. language) and would like additional support (e.g. translation services), please indicate so here so we can follow-up with you directly.

**Question 3:**

Please rate the following proposed subjects for feedback during Phase 2 engagement (Scale of 1 – 5):

- Aircraft held on tarmac for more than 2 hrs
- Delayed or lost baggage
- Communication issues with airport or airline
- Services available at the airport for delayed travellers (e.g. food, water, blankets)

**Question 4:**

Please rate the following proposed public and traveler engagement methods during Phase 2 engagement(Scale of 1 – 5):

- Online feedback form
- Virtual Q&A
- In-person small group meeting
- Written submissions

**Question 5:**

Please provide any additional comments about the proposed engagement subjects, methods, or any other comments on the upcoming engagement period

## Phase 2: Public and Traveller Engagement Feedback Form

### Phase 2: Public and Traveller Engagement Feedback form

The input you provide will be included in a summary report and considered in the development of recommendations from YVR's detailed operational review – known as an After-Action Review. The deadline for submitting a completed feedback form is March 1, 2023.

#### Your Information:

Name (not required)

Email (not required)

I would like to receive emails containing information about ongoing Vancouver International Airport public engagement.

(Choose any one option) (Required)

- Yes  
 No

#### Accessibility

Do you have any access needs or require accessibility accommodations while travelling?

(Choose any one option)

- Yes  
 No  
 Prefer not to answer

Answer this question only if you have chosen Yes for Do you have any access needs or require accessibility accommodations while travelling?

My access needs/accommodations are related to (select all that apply):

(Choose all that apply)

- Chronic illness
- Cognitive
- Communication/language/translation
- Hearing
- Mental health
- Neurological
- Physical/mobility
- Vision
- Traveling with young children or seniors who require assistance
- Other (please specify)

Answer this question only if you have chosen Yes for Do you have any access needs or require accessibility accommodations while travelling?

During the recent travel disruptions, how would you rate YVR's effort to support your accessibility needs with your travel experience?

(Choose any one option)

- Excellent
- Very good
- Satisfactory
- Less than acceptable
- Much less than acceptable

Answer this question only if you have chosen Yes for Do you have any access needs or require accessibility accommodations while travelling?

Please provide any additional comments about how YVR could better support you with your accessibility needs during any future travel disruptions.

### How were you impacted?

Key information:

- Please click all of the topics that apply to you. Based on your responses, you will be asked to provide input on the topics about which you have indicated an interest. For those who wish to respond to all topics, there are approximately 25 questions which will take up to 30 minutes to complete. Thank you for your participation.

### How were you impacted during the recent travel disruptions? (Choose one or more)

(Choose all that apply) (Required)

- Aircraft held on tarmac for more than 2 hours
- Delayed or lost baggage
- Communication issues with airport or airline
- Delayed or cancelled flight resulting in extended airport stay
- Transportation to and from the airport (including parking)
- I was not directly impacted but am interested in providing feedback

Answer this question only if you have chosen Aircraft held on tarmac for more than 2 hours for How were you impacted during the recent travel disruptions? (Choose one or more)

### Aircraft held on tarmac

Key responsibilities:

- YVR has launched a detailed operational review – known as an After-Action Review – utilizing international expertise and engaging airlines and other partners, to review and address tarmac delays that occurred during the holiday travel season. In December, YVR also announced various measures to protect against a recurrence of the December 19/20 tarmac delays.
- YVR is responsible for:
  - snow and ice control on runways, taxiways, tarmacs, and public access roads;
  - ensuring terminal equipment is safe and functioning properly;
  - scheduling of aircraft gates.
- Airlines are responsible for:
  - boarding and deplaning passengers;
  - towing aircraft to and from gates.

Answer this question only if you have chosen Aircraft held on tarmac for more than 2 hours for How were you impacted during the recent travel disruptions? (Choose one or more)

What day were you scheduled to arrive or take off from YVR?

Answer this question only if you have chosen Aircraft held on tarmac for more than 2 hours for How were you impacted during the recent travel disruptions? (Choose one or more)

How long did you spend on an aircraft at YVR after your scheduled departure or arrival time (not including flight time)?



- 2 – 3 hours  
 3 – 4 hours  
 4 – 5 hours  
 5+ hours

Subject to safety considerations and feasibility, federal regulations outline communication obligations for airlines during tarmac delays, such as timely information updates and enabling passengers to communicate with people outside the aircraft. Aside from a clear timeframe for disembarking the aircraft, how useful would the following information have been for you in this situation?

Questions	Very useful	Somewhat useful	Neither useful nor not useful	Somewhat not useful	Very not useful
Support services and personal supplies available within the airport					
Location of YVR Information Desks and services					
Where to obtain more information about re-scheduling your flight or connecting flights					
Ground transportation (e.g. taxi, rideshare) from the airport					
Nearby hotels or other local accommodations					

Answer this question only if you have chosen Aircraft held on tarmac for more than 2 hours for How were you impacted during the recent travel disruptions? (Choose one or more)

Please provide any further comments about your experience on the tarmac or ways your experience could have been improved.

Answer this question only if you have chosen Delayed or lost baggage for How were you impacted during the recent travel disruptions? (Choose one or more)

#### Delayed or missing baggage

Key information:

- During the holiday travel disruption, YVR initiated additional support to help locate passenger bags more quickly, supplementing airline inventory data. YVR's Baggage Customer Support team was stationed at Information Counters at Domestic and International Arrivals to help passengers locate their baggage in the terminal.
- YVR is responsible for systems at the airport that move departing bags from check-in counters to areas where bags are transferred for loading onto aircraft, or where arriving bags are transferred for loading onto baggage carousels.
- Airlines are responsible for care and control of bags once clear of YVR's baggage system. This includes transporting bags to and from aircraft, loading and unloading bags on and off aircraft, and loading bags into the airport's baggage system.

Answer this question only if you have chosen Delayed or lost baggage for How were you impacted during the recent travel disruptions? (Choose one or more)

What day was your baggage first delayed or missing?

Answer this question only if you have chosen Delayed or lost baggage for How were you impacted during the recent travel disruptions? (Choose one or more)

Did you continue on to another destination from YVR?

(Choose any one option)

- Yes  
 No

Answer this question only if you have chosen Delayed or lost baggage for How were you impacted during the recent travel disruptions? (Choose one or more)

How long were you separated from your baggage?

(Choose any one option)

- Less than 24 hours  
 1 – 2 days  
 3 – 4 days  
 5 – 7 days  
 8+ days

Answer this question only if you have chosen Delayed or lost baggage for How were you impacted during the recent travel disruptions? (Choose one or more)

How would you rate the effort made by YVR to assist you in finding your baggage at the airport?

(Choose any one option)

- Excellent  
 Very good  
 Acceptable  
 Less than acceptable  
 Much less than acceptable

Answer this question only if you have chosen Delayed or lost baggage for How were you impacted during the recent travel disruptions? (Choose one or more)

In addition to timely and accurate information about the location of your baggage, how useful would the following information have been to you?

Questions	Very useful	Somewhat useful	Neither useful nor not useful	Somewhat not useful	Very not useful
Timely updates about when my baggage would be available for pick up at the airport					
Where my baggage would be available for pick-up at the airport					
Options for baggage delivery including timeframes for delivery					

Information about retrieval of baggage from domestic and international flights					
Additional services provided by YVR to assist passengers in locating baggage					

Answer this question only if you have chosen Delayed or lost baggage for How were you impacted during the recent travel disruptions? (Choose one or more)

If you were in a situation where your baggage was not loaded onto the aircraft prior to your flight departing, which option would be most preferable for you?

(Choose any one option)

- Travel to my destination without my baggage
- Not take my flight and rebook for another time with my baggage
- Not sure, it would depend on my travel plans

Answer this question only if you have chosen Delayed or lost baggage for How were you impacted during the recent travel disruptions? (Choose one or more)

Please rate your level of support for the following potential services related to delayed or missing baggage:

Questions	Strongly support	Somewhat support	Neither support nor oppose	Somewhat oppose	Strongly oppose
Ability to track my baggage as it travels through all baggage processing (e.g. bag in YVR system, bag delivered to airline, bag loaded by airline onto flight)					
Options for delivering my baggage to me via courier					
In-person support at the airport to provide information about status of my baggage					
Adding an 'expected arrival time' to the digital displays in the airport noting when delayed baggage is expected to arrive at the baggage carousel					
Receiving a timely message alert that my baggage did not arrive with me on my flight, and instructions about how to retrieve baggage as soon as it is available					

Answer this question only if you have chosen Communication issues with airport or airline for How were you impacted during the recent travel disruptions? (Choose one or more)

### Communications with airport or airline

Key information:

- On its website (yvr.ca), YVR displays:
  - flight departure, arrival and delay information (the majority of which is automatically updated using data obtained from airline systems).
- On its website, and through media interviews and social media feeds, YVR provides updates about:
  - overall airport operations including impact of major travel disruption, flight cancellations, delays, baggage delivery, airport congestion, actions to return airport operations to 'normal', road conditions and parking
- Airlines are responsible for flight scheduling and providing specific information related to delayed or cancelled flights, re-booking options and about delayed or lost baggage.

Answer this question only if you have chosen Communication issues with airport or airline for How were you impacted during the recent travel disruptions? (Choose one or more)

What day were you originally scheduled to fly?

Answer this question only if you have chosen Communication issues with airport or airline for How were you impacted during the recent travel disruptions? (Choose one or more)

Did you ultimately get to your desired destination or did you make alternative plans?

(Choose any one option)

- Made it to my desired destination following the delay
- Made alternative travel plans
- Cancelled my plans and did not travel

How would you rate the timeliness of information provided by YVR about the overall operational status of the airport (e.g. flight delays, cancellations, tarmac delays, baggage assistance, airport congestion, etc.)?

(Choose any one option)

- Excellent
- Very good
- Acceptable
- Less than acceptable
- Much less than acceptable

Answer this question only if you have chosen Communication issues with airport or airline for How were you impacted during the recent travel disruptions? (Choose one or more)

How would you rate the timeliness of information provided by YVR about the availability of special support measures in the terminal during the travel disruption such as free hotel rooms, food vouchers, ground travel vouchers, establishment of care and comfort rest area, blankets, food, and toiletries?

(Choose any one option)

- Excellent
- Very good
- Acceptable
- Less than acceptable
- Much less than acceptable

Answer this question only if you have chosen Communication issues with airport or airline for How were you impacted during the recent travel disruptions? (Choose one or more)

How useful are the following methods of receiving information about the airport during a travel disruption?

Questions	Very useful	Somewhat useful	Neither useful nor not useful	Somewhat not useful	Very not useful
Social Media					
YVR Website					
Speaking directly with an airport representative					
Email correspondence with the airport					

Media outlets (TV, radio, newspaper, online)					
--	--	--	--	--	--

Answer this question only if you have chosen Communication issues with airport or airline for How were you impacted during the recent travel disruptions? (Choose one or more)

How important is it to you to receive information from a single source (where possible) during travel disruptions, instead of from different organizations (e.g. getting all the information you need from YVR instead of some information from your airline and some from YVR)?

(Choose any one option)

- Very important  
 Somewhat important  
 Neither important nor not important  
 Somewhat not important  
 Not important

During the disruption, how useful would the following information have been for you to improve your experience?

Questions	Very useful	Somewhat useful	Neither useful nor not useful	Somewhat not useful	Very not useful
Guidance about whether I should come to the airport given ongoing uncertainty about flight departures and arrivals					
More frequent flight information and airport operation updates					
Amount of time anticipated until the next update on the status of a flight (e.g. so you could leave the airport and return later)					
Services and support available to you at the airport for the duration of flight delays (e.g. food, water, blankets, care and comfort rest area etc.)					

Answer this question only if you have chosen Communication issues with airport or airline for How were you impacted during the recent travel disruptions? (Choose one or more)

Please rate your level of support for the following potential additional communication approaches to improve communications with travellers and the public:

Questions	Strongly support	Somewhat support	Neither support nor oppose	Somewhat oppose	Strongly oppose
Expanded deployment of YVR "Green Coats" – dedicated volunteer customer service ambassadors who provide in-person information/direction/translation to travellers and the public at the airport					
Dedicated web page activated specifically during major travel disruptions to provide a single source for all key passenger and operations information					
Electronic displays in terminal activated during travel disruptions to provide information similar to the web page					

Answer this question only if you have chosen Communication issues with airport or airline for How were you impacted during the recent travel disruptions? (Choose one or more)

Please provide any further comments about how communications with you could have been improved.

Answer this question only if you have chosen Delayed or cancelled flight resulting in extended airport stay for How were you impacted during the recent travel disruptions? (Choose one or more)

#### **Delayed or cancelled flight resulting in extended airport**

*Key information:*

- *YVR is responsible for safe airport operations and offering services to passengers and guests, such as parking and transportation, food, beverage and retail offerings, and terminal amenities.*
- *Airlines are responsible for information about re-booking flights and for helping you re-book.*

Answer this question only if you have chosen Delayed or cancelled flight resulting in extended airport stay for How were you impacted during the recent travel disruptions? (Choose one or more)

How long did you spend during your extended stay at YVR?

(Choose any one option)

- 1 – 6 hours
- 6 – 12 hours
- 12 – 24 hours
- Over 24 hours

Answer this question only if you have chosen Delayed or cancelled flight resulting in extended airport stay for How were you impacted during the recent travel disruptions? (Choose one or more)

How would you rate the effort made by YVR to meet your needs while at YVR for an extended period (e.g. providing information, food, water, blankets, the care and comfort rest area, arranging for hotel accommodation, ground transportation vouchers, food vouchers)?

(Choose any one option)

- Excellent
- Very good
- Acceptable
- Less than acceptable
- Much less than acceptable

Answer this question only if you have chosen Delayed or cancelled flight resulting in extended airport stay for How were you impacted during the recent travel disruptions? (Choose one or more)

Were there any items that were not easy to access that would have eased your stay at YVR during this disruption? (select all that apply)

(Choose all that apply)

- Children supplies (e.g. diapers and baby food)
- Medical supplies (e.g. medication)
- Food and beverage options
- Warming areas in the terminal
- Sleeping or rest alternatives/accommodation options
- Terminal services such as play areas or entertainment
- Charging outlets for laptops, mobile phones, tablets
- Wifi access

Please rate your level of support for the following potential services available for delayed travellers:

Questions	Strongly support	Somewhat support	Neither support nor oppose	Somewhat oppose	Strongly oppose
<b>Accommodation for significantly delayed travellers under extraordinary situations (e.g. over the holidays)</b>					
<b>Transportation support to nearby hotels for significantly delayed travellers in extraordinary situations (e.g. over the holidays)</b>					
<b>Working with local service providers/agencies to set up emergency centres for needs such as food, water, rest/sleep, etc.</b>					

Answer this question only if you have chosen Delayed or cancelled flight resulting in extended airport stay for How were you impacted during the recent travel disruptions? (Choose one or more)

Please provide any additional comments about your experience at the airport or ways that your experience could have been improved.

Answer this question only if you have chosen Transportation to and from the airport (including parking) for How were you impacted during the recent travel disruptions? (Choose one or more)

**Transportation to and from the airport (including parking)**

Answer this question only if you have chosen Transportation to and from the airport (including parking) for How were you impacted during the recent travel disruptions? (Choose one or more)

What transportation-related issues did you experience getting to or from the airport? (select all that apply)

(Choose all that apply)

- Parking related issues (e.g. access, charges as a result of delays)

- was not able to access taxi or rideshare
- Public transit operational issues or access (e.g. maintenance delays, hours of operation)

Answer this question only if you have chosen Transportation to and from the airport (including parking) for How were you impacted during the recent travel disruptions? (Choose one or more)

Please provide any further comments about your experience travelling to or from the airport or ways that your experience could have been improved.

Answer this question only if you have chosen I was not directly impacted but am interested in providing feedback for How were you impacted during the recent travel disruptions? (Choose one or more)

How useful are the following methods of receiving information about the airport during a travel disruption?

Questions	Very useful	Somewhat useful	Neither useful nor not useful	Somewhat not useful	Very not useful
Social Media					
YVR Website					
Speaking directly with an airport representative					
Email correspondence with the airport					
Media outlets (TV, radio, newspaper, online)					

Answer this question only if you have chosen I was not directly impacted but am interested in providing feedback for How were you impacted during the recent travel disruptions? (Choose one or more)

How would you rate the timeliness of information provided by YVR about the overall operational status of the airport (e.g. flight delays, cancellations, tarmac delays, baggage assistance, airport congestion, etc.)?

(Choose any one option)

- Excellent
- Very good
- Acceptable
- Less than acceptable
- Much less than acceptable

Answer this question only if you have chosen I was not directly impacted but am interested in providing feedback for How were you impacted during the recent travel disruptions? (Choose one or more)

#### General Questions

Answer this question only if you have chosen I was not directly impacted but am interested in providing feedback for How were you impacted during the recent travel disruptions? (Choose one or more)



Please rate your level of support for the following potential additional communication approaches to improve communications with travellers and the public:

Questions	Strongly support	Somewhat support	Neither support nor oppose	Somewhat oppose	Strongly oppose
Expanded deployment of YVR "Green Coats" – dedicated volunteer customer service ambassadors who provide in-person information/direction/translation to travellers and the public at the airport					
Dedicated web page activated specifically during major travel disruptions to provide a single source for all key passenger and operations information					
Electronic displays in terminal activated during travel disruptions to provide information similar to the web page					

Answer this question only if you have chosen Delayed or lost baggage for How were you impacted during the recent travel disruptions? (Choose one or more)

Please provide any further comments about your lost or missing baggage or ways that your experience could have been improved.

Answer this question only if you have chosen Delayed or lost baggage for How were you impacted during the recent travel disruptions? (Choose one or more)

Please provide any further comments about your lost or missing baggage or ways that your experience could have been improved.

Please provide any further comments you have about your experience during the recent travel disruptions.

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