



The

PEOPLE'S CHOICE



YLW

Kelowna International Airport

YLW Non-Stop Flights



Airports are all about people.

Getting people from one place to another.

Whether it's a day away for business or across two continents for a much-needed vacation, YLW gets you where you need to be.

And whether it's for business or leisure, we believe that travel should be seamless and hassle-free. Every journey should be an experience. Whether your journey starts or ends at YLW, we want your experience to be a memorable one.

With the goal of making YLW the best mid-sized airport in North America, we are always looking to enrich your experience and take pride in the fact that we are your choice - the people's choice.



We move more efficiently

YLW is the largest municipally owned and operated airport in Canada. We proudly support our existing stakeholders, including scheduled and charter air carriers, agencies, aviation services and service providers, as they shape the core of our business.

2013 was another year of growth at YLW; we welcomed more than 1.5 million business and leisure passengers through our doors. At the end of 2013, our growth rate had reached 4.11 per cent — proof that we are the people's choice when it comes to moving passengers easily and efficiently from one place to another.

YLW has the distinction of being the 10th busiest airport in Canada by passenger traffic and in 2013, it showed. Each of the 12 months were record-breaking, with August being the single most active month in the airport's history, with 143,555 passengers — an increase of 5.5 per cent over 2012.



4.11%
GROWTH
RATE

1 . 5 M I L L I O N

BUSINESS AND LEISURE PASSENGERS



We make travel affordable

In 2013, Cheapflights.ca determined through its annual survey based on average airfares to top destinations used by Cheapflight customers, that YLW is the most affordable Canadian border airport. YLW ranked second only to Bellingham, Washington, in North America overall. So as YLW increasingly is the people's choice, we will see increased demand and opportunities for more air service to more destinations.

We go places... lots of places

And it's clear that airlines are choosing YLW. Existing airline partners expanded service with several new offerings and we welcomed two new airlines — Air North Yukon's Airline and Pacific Coastal Airlines added YLW to their route maps.

With 66 daily non-stop commercial flights on Air Canada, Air North, Alaska Airlines, Central Mountain Air, Pacific Coastal Airlines, Northwestern Air, WestJet and United Airlines in addition to charter services by Transat Holidays and Sunwing Vacations, our travellers can fly to more than 375 worldwide destinations with only one connection out of Kelowna.

In March, Northwestern Air added limited services to Abbotsford and increased their flights to Red Deer (a convenient connection for Kelowna passengers commuting to northern Alberta), adding three more flights a week and added a connecting flight to Fort McMurray, via Red Deer. In June, Air North, Yukon's Airline kicked off a trial service with flights between Whitehorse and YLW — it proved so popular the service is now year-round!

In November, Pacific Coastal Airlines started service between YLW and Cranbrook, connecting the Okanagan Valley with the Kootenay Columbia Valley. And for the sun-seekers, Sunwing Vacations added Ixtapa/Zihuantanejo as its newest Mexico destination.

We keep families connected

We already know that more than 5,000 people live in the Okanagan Valley and commute to work in northern Alberta, so we're making it easier to keep that great work-life balance. YLW-based Flair Airlines announced a long term agreement with Shell Canada Energy to provide exclusive air charter service within Canada to Shell facilities. Suncor also provides once-a-week service between Kelowna and one of its oil sands projects in Northern Alberta, ensuring families can maintain a home in the Okanagan with the lifestyle they desire and yet support their families through work in Alberta.



We partner with excellence

We know that on-time flights, ease of connections, seamless security and reliable baggage handling are all decisive factors for our passengers when it comes to choosing their departure or arrival point. Our success starts with the precision and quality of our ground services and operations.

In May, Bouygues E&S (pronounced 'bweeg') was awarded a five-year facility management and maintenance contract to look after YLW's buildings, equipment and systems. The company uses innovative solutions, from baggage handling and check-in systems to snow removal and janitorial services, to ensure smooth travelling for airlines and passengers. Everything is thought through to optimize daily operation of the airport. Small details are just as important as an understanding the big picture — as an example, Bouygues E&S uses completely chemical-free cleaning products throughout YLW.



We partner locally

YLW, in conjunction with its tourism partners and stakeholders, launched the “Okanagan Bucket List” to promote unique Canadian stories and iconic experiences that are right here in our backyard. The idea is to bring together tourism industry stakeholders to jointly promote the region and showcase authentic local experiences. At YLW, passengers can see large, bright banners promoting the campaign along the bridges connecting the terminal to each aircraft.



During May’s provincial election, YLW became the only airport in BC and the first in Canada to host a voting station, ensuring everyone at the facility had the opportunity to cast his or her ballot. While 60 per cent of voters were airport employees and local residents, 40 per cent were travellers and visitors who may not have had an opportunity to vote without this service.



We are social

Naturally, as air passengers engage in social media, it makes sense for airports to adopt this channel to reach out to their customers. Social media is becoming a necessity as much as an opportunity at YLW, so a mobile web application was launched in 2013. The app features live flight updates, links to airlines and parking rates and information.

We know you’re busy and may not always have time to consider whether your mobile device is at 100 per cent. So we installed a number of USB and charging stations for your electronics throughout the airport, allowing passengers to plug in and recharge before flights.





We think safety first, always

Flying begins on the ground. It starts with the utmost attention to the safety and security of the 1.5 million people who chose YLW as their destination or starting point. Every team member at YLW makes it his or her priority to ensure the airport remains safe, secure and operational.

Transport Canada sets the security and safety expectations for every airport in the country, including YLW. So it's up to YLW's operations team to plan, implement and deliver these performance risk-based expectations every day. This means we are proactive in identifying any hazards and take steps to mitigate risks.

We are one step ahead

We don't enjoy thinking 'what could go wrong' but sometimes it's necessary, as it allows us to identify risks and consider different emergency scenarios. When WestJet and Air Canada added Q400 aircraft to their fleets at YLW this past year, the operations team initiated a safety case study to bring themselves up to speed with the new aircraft and its operations. This ongoing 'training' is just one more way we're always staying one step ahead when it comes to the safety of our employees and passengers.

We build for the future

If our goal is to become the best mid-sized airport in North America, we must continue to expand to serve increasing demand while also adapting and modernizing existing space to meet emerging needs.

In 1996, when WestJet landed its first Boeing 737 aircraft in Kelowna, there was one flight a day. Today there are more than 100 a week. In 1998, when Horizon Air landed in Kelowna from Seattle, it was the first year-round service to the USA from Kelowna — today you can connect to some 90 cities through Seattle from Kelowna on Alaska Airlines.

For more than a decade, we've seen overall passenger growth of 72 per cent, which equates to a compounded annual growth rate of 5.7 per cent. This rapid growth is why YLW's 'Drive to 1.6 Million' phased construction project continues, so that we are always ready to deliver memorable travel experiences and ensure YLW is consistently the people's choice. With Phase 1 complete, we are preparing for Phase 2 construction to start in 2015, with the major focus on improving the check-in experience and passenger flow.

In 2013, we opened an expanded area in the White Spot restaurant in the departures area, completing Phase 1 of our concession improvement plan. Phase 2 focuses on retail expansion and will be completed in 2014.



We are expanding the outbound baggage operations to add capacity, which means more flights and larger aircraft serving YLW. The new baggage system will also feature advanced screening equipment, to further enhance the safety and security of passengers and employees, and ensure all luggage gets on the flight quickly and efficiently.

When upgrades to the self-serve check-in technologies are complete, passengers will be able to check their own bags, eliminating the need to take them through an agent. This will mean fewer lineups and will streamline the check-in process for passengers.

Of course, people will always be available to help. In fact, at the north end of the lobby, we are widening the concourse, allowing us to increase the number of check-in desks to 27, from the current 24. We're also moving the oversize baggage-drop to a more passenger-friendly location, upgrading washrooms and improving the retail shopping experiences in the departures area.

**We grow to
serve you better**



**We take pride
in being the
people's choice**

Each of the 1.5 million people who chose YLW in 2013 had their own special reason why. Maybe they call the Thompson Okanagan home and YLW was a convenient location. And with so many direct flights from YLW to countless destinations, people no longer need to head to a larger city for travel options. Perhaps it's the efficient security, dependable baggage handling, airport services or ease of connections that has people so impressed.

Whatever the reason, and whether it's for business or leisure, YLW takes pride in being the people's choice.



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Your Link to the World

*2013 Financials will be available on-line May 2014
at yw.kelowna.ca under Businesses at YLW