

New Passenger Kiosks Speed Travelers at Toronto Pearson International Airport

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Annapolis, Maryland – Canada's busiest airport is providing a new level of convenience by installing advanced self-service check-in kiosks for U.S.-bound travelers departing from Terminal 1. The Greater Toronto Airports Authority, which operates Toronto Pearson International Airport, will install a total of 92 new common-use (CUSS) kiosks to streamline its transborder passenger operations.

Sixty new kiosks have already been placed in operation at the brand-new Pier F of Toronto Pearson's Terminal 1. This installation was fast-tracked by airport passenger technology provider ARINC Canada and its partner, IBM Canada. The kiosks were delivered and cut over for operation ahead of the scheduled January 30 opening date, and another 32 kiosks are destined for Terminal 3 operations later this year.

The Pier F kiosks are located in a common check-in area of Terminal 1, and may be shared by as many as 15 airlines, including members of the Star Alliance. Pier F was designed to handle all of the Terminal 1 transborder traffic, and facilities for the airport's NEXUS registered traveler program are also located there.



"ARINC and IBM Canada worked very diligently

to deploy these kiosks for us, and provided a whole range of mechanical and electronic interface solutions," stated Gary Long, Acting CIO and Vice President IT and Telecommunications for the Greater Toronto Airports Authority (GTAA). "We greatly appreciate their efforts and full cooperation in completing this very complex project ahead of time."

"ARINC worked closely with both the airport's IT department and Black and MacDonald to insure the system was implemented under the GTAA guidelines that cover all IT implementations," stated Mike Picco, Vice President, ARINC Airport Solutions. "This in-depth cooperation was what led to the timely completion of Phase 1."

John Segart, Air Canada General Manager in Toronto, stated, "The use of kiosks is a major part of Air Canada's multi-channel self-service operating strategy, not only at Pearson but wherever we have access to them. We are very satisfied with the reliability

of the new kiosks, and the system is helping significantly with transborder passenger flow."

ARINC won the kiosk contract through a competitive RFP process and installation took just 6 weeks with a break over Christmas. The new units offer 2D barcode printing and scanning, to reduce operating costs and handle new applications. ARINC's SelfServ CUSS solution now enjoys three times the market acceptance of its competitors, with more than 1,135 multi-airline CUSS kiosks supporting a total of 29 airlines at 29 different airports, and a number of sizable CUSS projects recently undertaken in Asia.

The GTAA has completed a ten-year modernization program and operates an airport-wide IP network infrastructure supporting a range of advanced network and wireless applications for airlines, vendors, airport management, and passengers. By 2010 the airport will handle more than 35 million passengers a year, and maintain its position as Canada's busiest airport. For more information, visit the web page at www.gtaa.com.