

Fly Thru Questions and Answers

Q - I am flying Executive Class, why can't I use this line-up?

A – *You can. Although the program is targeted to intra-Alberta daytrippers, those flying Executive Class will be permitted access to the special security line. Just show your Executive Class boarding card to the guard at the front of the Fly Thru line.*

Q – What about persons with disabilities?

A – *Edmonton Airports and its partners are committed to Barrier Free service for Persons with Disabilities that are travelling. The Fly Thru line will be made available to these passengers as well.*

Q - My flight leaves in 20 minutes, can I use this line-up or I'm going to miss my flight?

A – *Airlines will be permitted to identify “runners” to the guard at the front of the special security line. These runners will be provided access to the line.*

Q - Where can I make a complaint about having to stand in this huge line-up when it is not busy in that line?

A – *Fly Thru is a pilot project. You can provide your written feedback to us. Comment cards are located at various locations throughout the terminal.*

Q - Where can I get a stamp/sticker to use this line?

A – *From the airline when you check-in for your intra-Alberta flight or from the security guard at the entrance to the Fly Thru security line.*

Q – What is “Fly Thru” and what is the purpose of this program?

A – *Based upon stakeholder consultations and focus groups held both in Edmonton and Calgary, we understand that business commuters are primarily interested in reduced travel time and quality of the travel experience (i.e. convenience, reduced travel anxiety). These are prime benefits Fly Thru. Elements of Fly Thru include dedicated parking spots in the parkade and Value lot, dedicated/priority exit lane from parking, centralized valet services, special priority line for pre-board screening, and Airport Express (the Downtown Terminal) with check-in kiosks for Air Canada and WestJet and a shuttle service to the International Airport. Our airline partners who provide intra-Alberta service will provide ticketing and processing improvements (such as web check-in and booklets of tickets such as the L'Attitude Pass) as well as flight scheduling improvements (such as greater seat capacity to Calgary, Grande Prairie, Fort McMurray).*

Q - I fly to Toronto twice a month, why is the line limited to intra-Alberta same day travellers?

A – *The program targets same-day travellers within Alberta. Our target market for this service was kept to a size manageable enough to ensure the services offered are of value. We continue to work with the Canadian Aviation Security Agency (CATSA), the group responsible for pre-board screening, to improve overall service levels.*

Q - How long will it take to get through this line?

A – *During peak periods average queue times should be 4 - 6 minutes. At other times of the day we expect very little queue times.*

Q - Who can use the Fly Thru Program?

A – *Anyone flying within Alberta returning the same day.*

Q - Do all Fly Thru passengers need to be travelling on business?

A – *While the program is geared to support business travellers, others flying within Alberta and returning the same day will also be eligible.*

Q - What other airports offer the Fly Thru Program?

A – *Calgary will have dedicated parking spaces and all airports across the province with non-stop service to Edmonton International Airport have agreed to promote the program.*

Q - When does the Fly Thru Program begin and end?

A – *The program launched April 25th. No end date has been identified at this time.*

Q - How much time will Fly Thru save me?

A - *Should a customer choose all of the Fly Thru elements (e.g. if you use Valet Parking, web check-in from home/office, special security line), they can anticipate a total times savings in the range of 1/2 hour.*

Q - I used the Fly Thru service and found no time savings. Do you have a guarantee?

A – *No, there is no time savings guarantee. Please do let us know if you encounter difficulties with the program so that we can improve upon its delivery.*

Q - Will Fly Thru reduce my travel costs?

A – *No. We have learned from focus groups with passengers who undertake same day travel within the province that they are less concerned with cost savings than with time savings and anxiety reduction. Therefore the program does not focus on cost reduction at this time.*

Q - Which airlines are involved in Fly Thru?

A – *All airlines who provide non-stop service from Edmonton International Airport to destinations within Alberta, ie Air Canada, WestJet, QuikAir, Central Mountain Air, Canadian North, Peace Air.*

Q - Are participating Fly Thru airlines offering any similar programs of their own?

A – *Yes, these airlines are also concerned with saving passengers time and reducing anxiety. For example - Air Canada and WestJet offer web check-in for this reason; QuikAir allows check-in as late as 30 minutes before the flight. Check with your particular airline to understand their programs.*

Q - Will I be penalized if I end up staying overnight for an original same day trip?

A – *If your travel plans change, and you find that you stay overnight at your destination, there will be no penalty to using the Fly Thru services.*

Q - What will prevent other travellers from using Fly Thru benefits?

A – *We will be working with the airlines to identify same day intra-Alberta travellers and their boarding cards will be identified as such. Other travellers attempting to access the Fly Thru security line will be required to show their boarding card to the security guard at the entrance to the line. The guard will prevent those who should not be accessing the line from doing so.*

Q - Do benefits increase for frequent Fly Thru users?

A – *Not at this time. This may be considered in the future.*

Q - Are there plans to further develop the Fly Thru Program?

A – *Yes, but nothing has been finalized at this time. Stay tuned...*

Parking Specific Q & A

Q: I am going to Vancouver and back today, can I park in a Fly Thru stall?

A: Unfortunately not. We would appreciate if you did not, so that we may monitor the success of this program.

Q: How do you know where I have flown to and for how long?

A: We do not; we are trusting you will not park here if you do not qualify. If your vehicle is here overnight it will be towed.

Q: What will happen if I do park here?

A: If you do not qualify your vehicle may be towed out.

Q: I am parking here as there is no other space and I'm in a hurry?

A: Please proceed to the hourly level (or value park) it will only take 2 minutes to exit and go around.

Parking Exit Lane Specific Q & A

Q: Why can't I use the Fly Thru exit lane instead of waiting in another line?

A: That lane is designated for people who travelled for the day within Alberta.

Q: How do you know where I travelled to?

A: We do not; however, we do know how long you stayed.