

Survey Highlights

Between November 3rd and December 1st, 2017, the Yukon Chamber of Commerce surveyed the business community on the management and financing of Yukon airports. 127 respondents answered to the survey.

Financial Management Review

81.1% of the respondents support a study of the current financial management of the airports.

Airport Management Models

Six management models were presented to respondents: 1) territorial government only, 2) public sector, 3) public corporation (territorial, municipal and First Nations governments etc.), 4) mixed model private/public sectors, 5) private corporation and 6) not-for-profit organization. Respondents were asked to rank them in order of preference.

Most Favoured Options (Ranked #1)	Least Favoured Options (Ranked #6)
<ul style="list-style-type: none"> • Territorial Government only (48 respondents) • Mixed model (24 respondents) 	<ul style="list-style-type: none"> • Not-for-profit organization (41 respondents) • Private corporation (31 respondents)

Airport Funding Models

Four funding models were proposed: 1) government funding only, 2) Government funding plus user fees dedicated only to airport funding, 3) Government funding plus private investment, and 4) A mix of government funding, user fees and private investment. The Funding of Yukon airports by government is both the most and the least favoured of all options.

Most Favoured Options (Ranked #1)	Least Favoured Options (Ranked #6)
<ul style="list-style-type: none"> • Government funding only (48 respondents) • A mix of government funding, user fees and private investment (32 respondents) 	<ul style="list-style-type: none"> • Government funding only (26 respondents) • Government funding and user fees (20 respondents)

Concerns of respondents regarding current services, facilities and operations

Concern Classification Category	Number of Concerns
Security and Safety	Yukon airports (n=4) Whitehorse (n=2)
[Poor] maintenance of airports, facilities and runways	Yukon airports (n=8)
– <i>Comments on paving the Dawson Airport runway</i>	<i>In favour (n=3)</i> <i>Not in favour (n=4)</i>
Equipment, facilities and proper infrastructure	Dawson Airport (n=3) Mayo (n=4) Watson Lake (n= 1) Whitehorse (n=7)
- <i>Comments on parking & drop off area at Whitehorse Airport</i>	<i>(n=17)</i>
[Lack of] amenities (restaurant, gift shop, etc.) and [poor] service quality (baggage handling, customer-oriented service, attitude, etc.)	Yukon airports (n=3) Dawson Airport (n=2) Whitehorse (n=10)

Concern Classification Category	Number of Concerns
Management, including [<i>lack of</i>] policies, standards and communication	Yukon airports (n=5) Dawson (n=2) Whitehorse (n=5)
Financial management and funding (costs, spending and user fees)	Yukon airports (n=9) Whitehorse (n= 3)

Suggested airport enhancement to services, facilities and operations

Type of Improvements	Comments
Management, Policy & Standard	<ul style="list-style-type: none"> - Review Vision 2020 and how it did compare to what was envisioned - Operator Policy document for the Airport Operator and the users (Pilots/Air Charter Operators) - Land use plan (2 comments) - Business plan: revenue generation plan/ commercial retail opportunities for small businesses (2 comments) - Recapitalized actual flying-side assets - Marketing strategy - Community Airports /airstrips maintenance plan (3 comments) - Use Airport Improvement Fee (AIF) for supporting all airport maintenance and improvement - Better incorporation of tourism and culture at all airports (2 comments) - Financial Study on cost of medical travel by other means versus flying from communities - Improve management leadership (2 comments) financial, operations, etc. - Improve communication with clients
Facility	<ul style="list-style-type: none"> - Better design, bigger/upgrade facilities, better maintenance, etc. (10 comments) - Bigger/upgrade departure & arrival lounges, including seats, washrooms, play area for kids, etc. (7 comments) - Oversize baggage belt and screening system, - Heated maintenance building - Signage
Runway/Equipment	<ul style="list-style-type: none"> - Pave runways; increase maintenance/perform upgrades: runways, equipment CARS, ARCAL, Webcam, etc. (13 comments)
Service	<ul style="list-style-type: none"> - Food and shops offering & quality (13 comments) - Digital advertising - TV services / music in waiting areas - Increase capacity/speed security (3 comments) - Improve baggage handling - Improve public transport including taxi (4 comments) - Suggestion related to parking / pick-up and drop off (13 comments)
Routes and flight schedule	<ul style="list-style-type: none"> - Increase offerings, especially for communities (4 comments)