



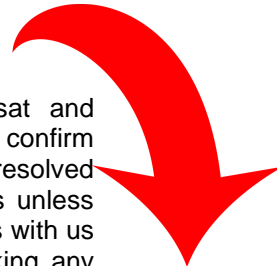
**The Chartered  
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Transportation's Top Stories

## Air Transport Updates

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### **WestJet reconnecting routes across British Columbia**

WestJet is further restoring British Columbia's domestic and interprovincial connectivity with the restart of eight routes to and from destinations across Alberta, Saskatchewan, Manitoba and Ontario. It is also reconnecting routes in the Atlantic Provinces. The airline is also set to inaugurate 10 new routes by July 5, 2021. Full schedule details and resumption dates are outlined on its website.

*WestJet reconnecting routes across British Columbia, June 25, 2021, [www.westjet.ca](http://www.westjet.ca)*

### **WestJet launches cargo service**

WestJet is launching a new dedicated cargo service, using 737-800 Boeing Converted Freighters (BCF). The first of these dedicated 737-800BCFs are expected to be in service by the second quarter of 2022. Throughout 2022, WestJet Cargo will grow its fleet of 737-800BCFs, to work in tandem with the current offering of WestJet's existing cargo business. The 737-800 narrow body aircraft is quick to load and fly.

*WestJet launches cargo service, June 21, 2021, [www.insidelogistics.ca](http://www.insidelogistics.ca)*

### **How the CTA will be processing Air Canada, Air Transat and Sunwing refund-related complaints resulting from the pandemic**

As of June 29, 2021, the CTA has received 16,551 complaints since March 15<sup>th</sup>, 2020, of which 10,311 are related to refund-related issues stemming from the pandemic. Of these 16,551 complaints, 4,957 were filed against Air Canada, of which 2,514 sought refunds as a remedy. 1,725 complaints were filed against Air Transat, with 1,431 seeking refunds as a remedy. 1,665 of those were filed against Sunwing of which 685 are seeking refunds as a remedy. The remaining complaints cover other air-travel related. The process to receive a refund linked to

the financial support announced for Air Canada, Air Transat and Sunwing is distinct from the CTA's complaints process. We will confirm whether applicants who filed complaints with us have had those resolved with the airlines. The CTA will continue to process complaints unless passengers inform us they do not wish to pursue their complaints with us further (e.g., if a passenger receives a refund and is not seeking any further remedies). In the interests of fairness, the CTA processes most complaints on a first-in, first-out basis.

*How the CTA will be processing Air Canada, Air Transat and Sunwing refund-related complaints resulting from the pandemic, June 30, 2021, [www.cta-otc.gc.ca](http://www.cta-otc.gc.ca)*

### **Monthly civil aviation statistics, April 2021**

In April, 2021 the devastating impact of the COVID-19 pandemic on air travel continued, as major Canadian airlines carried 520,000 passengers on scheduled and charter services, down 92.6% from the pre-pandemic level in April 2019. Traffic and capacity were 94.5% and 89.6% below their pre-pandemic levels, respectively, in April 2021. At 44.4% in April 2021, the passenger load factor was below 50% for the 13th consecutive month. Compared with April 2019, operating revenues were down 84.3% to \$300.5 million in April 2021.

*Monthly civil aviation statistics, April 2021, June 30, 2021, [www.statcan.gc.ca](http://www.statcan.gc.ca)*

### **Aircraft movement statistics: Major airports, April 2021**

In April, total air traffic was more than two and a half times that of April 2020 but was 29.0% below the pre-pandemic levels recorded in April 2019. Itinerant movements declined 41.1% compared with April 2019 (before the pandemic), while local movements, down 4.7%, were back in line with historical trends. Compared with pre-pandemic levels in 2019, total domestic activity fell by almost one-third (-32.1%) in April, while flights to and from the United States decreased 84.7% and other

international movements declined by 79.5%. Canada's three busiest airports in April were all located in British Columbia, led by Boundary Bay (19,848 movements).

*Aircraft movement statistics: Major airports, April 2021, June 30, 2021, [www.statcan.gc.ca](http://www.statcan.gc.ca)*

### **Weekly aircraft movements, June 12 to 18, 2021**

Weekly data on aircraft itinerant movements are now available for June 12 to 18, 2021. For week ending June 12, 2021 domestic movements were 37,111 compared to 34,668 on June 5, 2021.

*Weekly aircraft movements, June 12 to 18, 2021, June 30, 2021, [www.statcan.gc.ca](http://www.statcan.gc.ca)*

### **Porter finalizes loan agreement with federal government**

Porter Aviation Holdings Inc., parent company of Porter Airlines, reached an agreement with the Government of Canada for loans valued at up to \$270.5 million. Included in this amount is \$20.5 million dollars dedicated to issuing additional passenger refunds for flights cancelled during the COVID-19 pandemic. "Porter is using this money primarily as a capital reserve during the pandemic recovery period," said Michael Deluce, president and CEO, Porter. "We intend to draw on these funds as required in support of re-establishing operations through an uncertain period of travel demand. Our immediate focus is on being ready to fly again as soon as public health conditions allow and governments modify travel restrictions."

*Porter finalizes loan agreement with federal government, June 30, 2021, [www.flyporter.ca](http://www.flyporter.ca)*

### **Concorde Unique: Super Times by Jennifer Coutts Clay, CMILT**

There's a lot happening in the aircraft-cabin design space, and speed is only the beginning.

Whether they design for sub-sonic or supersonic aircraft, today's cabin designers have a number of challenges to overcome and new tools to deploy in resolving them. Recent advances in materials and products address the constant restrictions of economics, safety-certification requirements, weight- and jet-fuel-savings, connectivity, sustainability concerns, cabin hygiene and passenger well-being, which could benefit

tomorrow's supersonic aircraft. In the article [SUPER TIMES](#), written for Aircraft Interiors International magazine in 2018, Jennifer Coutts Clay, author of [JETLINER CABINS: Evolution & Innovation](#), reviews the recent evolution of aircraft-cabin design and suggests some new priorities for the next generation of speed.