

# Disruption Knock-On Effect

## CATSA & US CBP

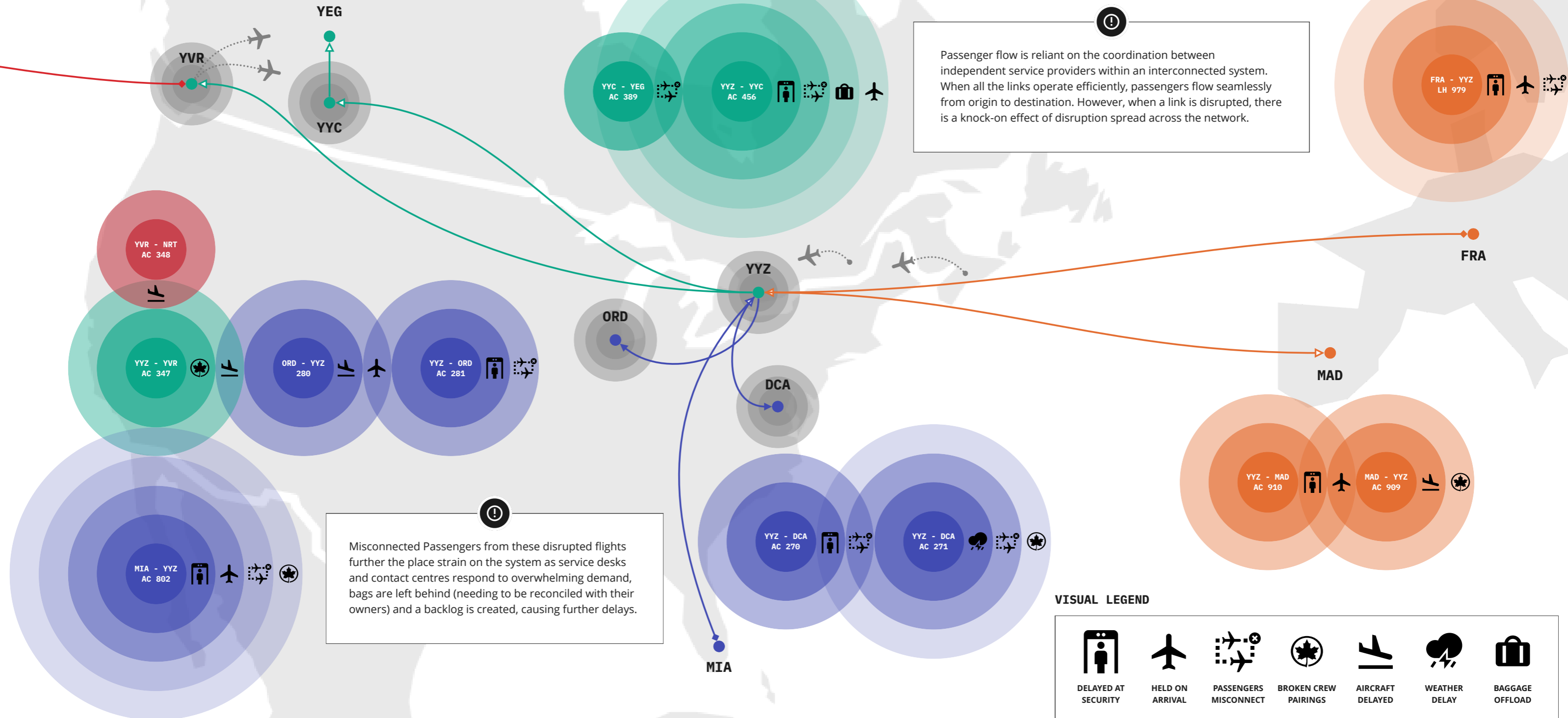
Additional time required for processing and screening

## NAV Canada

Ground Delay Programs (GDPs) restricting arrival flows at airports

## CBSA








Additional processing time and metering to manage Customs Hall congestion



Passenger flow is reliant on the coordination between independent service providers within an interconnected system. When all the links operate efficiently, passengers flow seamlessly from origin to destination. However, when a link is disrupted, there is a knock-on effect of disruption spread across the network.

Misconnected Passengers from these disrupted flights further the place strain on the system as service desks and contact centres respond to overwhelming demand, bags are left behind (needing to be reconciled with their owners) and a backlog is created, causing further delays.

### VISUAL LEGEND

-   
 DELAYED AT SECURITY
-   
 HELD ON ARRIVAL
-   
 PASSENGERS MISCONNECT
-   
 BROKEN CREW PAIRINGS
-   
 AIRCRAFT DELAYED
-   
 WEATHER DELAY
-   
 BAGGAGE OFFLOAD