



After Project Approval— How to involve your community, stakeholders and the public

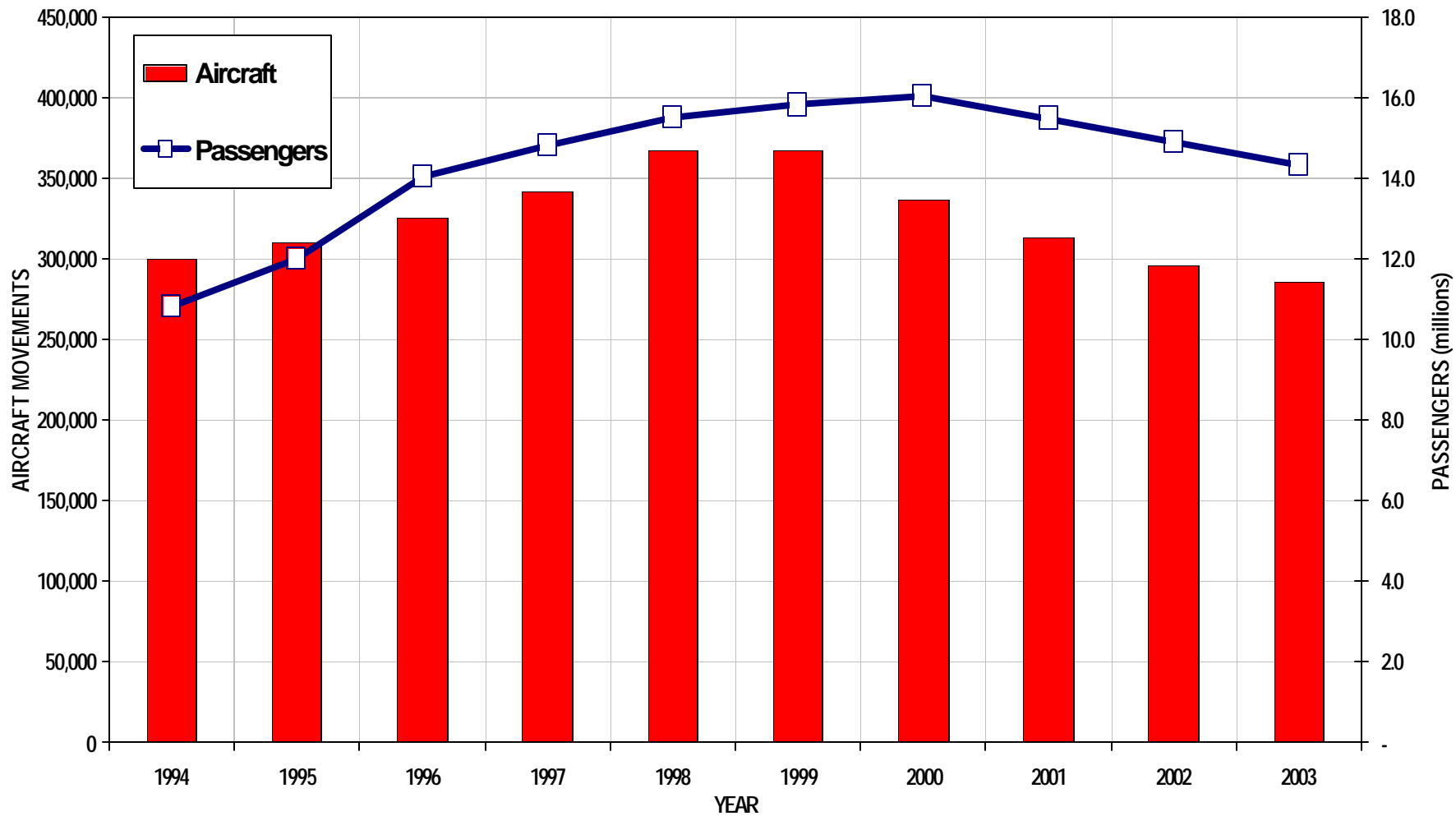
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Vice President,
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IAIA April 2004

Presentation Overview

- Vancouver International Airport
- Runway project environmental assessment
- Community involvement during:
 - Design
 - Construction
 - Commissioning
 - Operations

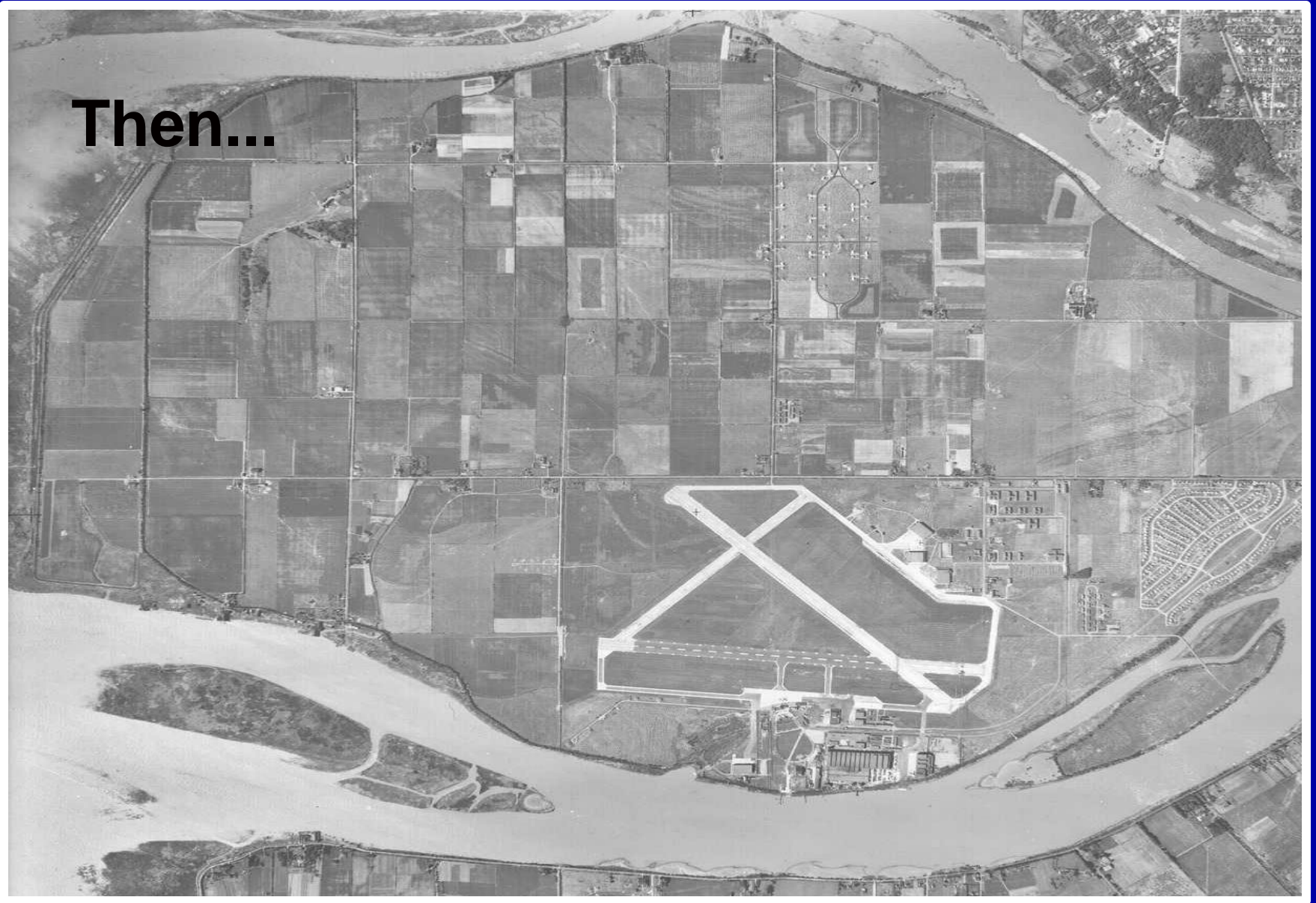
Vancouver International Airport

- Community based not for profit company
- Operates airport under lease with federal government
- Mission: to serve our community by building better airports
- Vision: a premier, global gateway



Vancouver International Airport

Then...



Vancouver International Airport

Now...



Consultative Committees

- Environmental Monitoring and Implementation Committee
- Aeronautical Noise Management Committee
- Broad membership
- Quarterly meetings



Continued Communication

- Project specific & integrated
- Annual reporting
- Brochures
- Annual public meeting



Getting ready...

Pre-opening communications

- Municipal council presentations
- Neighborhood group meetings
- Advertising
- Shopping centre displays
- Open houses

Tell them early, tell them often

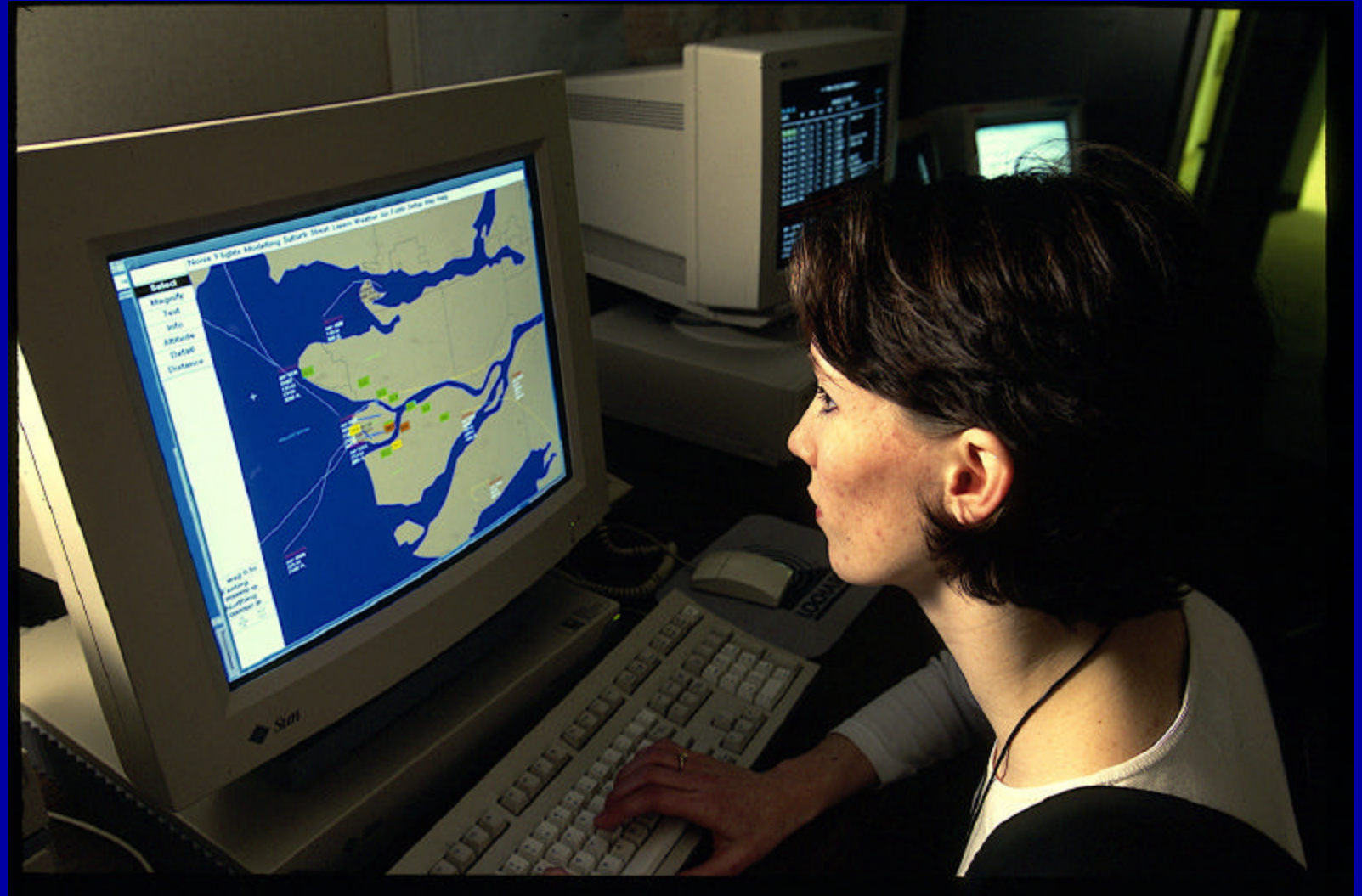


Opening the Facility

- Community opening events
- International terminal building
- Run, roll, write on the runway



Respond to concerns



What works

- Open, honest and timely communications
- Be proactive and willing to change
- Build trust and engage people
- Listen and respond to input
- Get support from senior levels

Questions?



Anne Murray, Vice-President
Vancouver International Airport Authority