

1. **When did the taxi zone fares become effective at Skyxe Saskatoon Airport?**
 - The new taxi zone fares were introduced on Thursday, January 17, 2019.
 - Upon public feedback, the taxi zone fares were reviewed as part of the Airport's annual review process and amended rates will be effective on January 15, 2020.
2. **Do I have to use a flat rate zone fare?**
 - Guests traveling to and from the Saskatoon airport are currently able to choose the meter rate or the flat rate zone fare. Guests need to inform the taxi driver which method they prefer upon entering the taxicab.
3. **Why a set rate taxi fare zone system to and from Skyxe?**
 - Zone rates are designed to provide airport travellers with guaranteed and reliable flat rates for taxi trips. It offers certainty for travellers by letting them know how much their taxi fare will be in advance. It also eliminates any perception that taxi drivers may take a less efficient route to the destination to increase rates. This program is consistent with other international airports in Canada.
4. **What is an airport commercial trip fee? Why isn't this included in the Airport Improvement Fee (AIF)?**
 - A commercial trip fee is a charge on each commercial airport trip that is used to reinvest into curbside operations and training programs for service providers.
 - The airport taxi trip fee differs from the Airport Improvement Fee (AIF). The AIF is collected when the air travel ticket is purchased from the airlines or their agents and helps airports finance future capital investments. The AIF is not applicable for use towards operating costs, such as curbside operations or training programs for service providers.
5. **Why do airports charge trip fees?**
 - Airports are not-for-profit organizations that generate revenue based on a user pay model. Commercial curb trip fees are reinvested into road/curbside infrastructure, curbside operations and training programs for curbside. By reinvesting this money into the curbside program, Skyxe can ensure a safe, friendly, well-managed curb with reduced congestion.
 - The commercial trip fee program enables curbside management capabilities through our Curbside Operations Group. The Curbside Operations Group is a third-party contractor operating out of our ValetXE lounge and terminal curbside, and administers and operates the Airport's holistic ground transportation program which includes the Curbside Operations Center. The Curbside Operations Group is available 24/7.
6. **Who most benefits the new zone fare system?**
 - Both the customer and the driver benefit from the new system. Zone fares from Skyxe offer the comfort of guaranteed rates to customers and respects Skyxe's taxi operators. The zone fares are also respectful to licensed taxi operators who make significant investments in equipment, licenses and time. Flat rates are common practice at other Canadian international airports.
7. **Who gets charged an airport taxi trip fee?**
 - Taxi trip fees will apply to all airport licensed taxi vehicles utilizing the Skyxe commercial curb and is included in the zone-rate.
8. **Will taxi drivers make more money?**
 - Skyxe worked closely with the licensed taxi partners that operate at Skyxe to develop a program that is fair for both passengers and drivers.

9. Is there a “free” way to access the airport?

- The public curb remains free for private drop offs and pick ups. Further, the airport doesn’t charge city transit.

10. What do other airports do?

- Trip fees are the industry standard for all major Canadian airports. All members of the Canadian Airport Ground Transportation Association (CAGTA) charge trip fees and other more comprehensive fee structures as basic cost recovery strategies for curbside operations. Zone Fares are the most preferred model by all CAGTA airports based on transparency of pricing. 80% of CAGTA members successfully employ the zone fare model from the airport.
- Taxi zone fares are an industry best practice:
 - All other members of the Canadian Airport Ground Transportation Association (CAGTA) charge trip fees and other more comprehensive fee structures as basic cost recovery strategies for curbside operations. Currently, the average per trip fee for taxis across CAGTA is \$3.55/trip. Skyxe’s trip fee is \$2.00.
 - Ground transportation is a holistic program. When we make a change to one, it impacts others. Trip fees will enhance all forms of ground transportation operations, not just taxis.
 - By charging a commercial trip fee, we will now have a direct relationship with each driver and ground transport vehicle.
 - We can utilize this to improve our standards for safety and service quality.

11. Why is there a difference in zone fares and meter pricing?

- Significant analysis, averaging and comparisons went into establishing zone fares that are equitable to both the passengers and the driver, and are derived from the closest area in the zone. While traffic patterns impact meter pricing, zone fares take into account the average trip time and distance for each zone.

12. How people are being provided a remarkable customer experience by being charged more to take a taxi home from the airport?

- The rates offer consistency for travellers while also respecting the taxi drivers’ time and commitment. The guaranteed fares take the guess work out of travel and ensures consistency for travellers.
- Before we implemented the original zone fare system, we worked closely with the licensed taxi operator at Skyxe, along with our Community Consultative Committee to set the fares. The City of Saskatoon posted on the City of Saskatoon’s website prior to its effective date for public awareness.

13. If I am located on a line separating two zones, which will I be charged for?

- If you are being taken to a street on a dividing line of two zones, you will be charged for the lower priced zone.

14. Is there a program to handle additional stops on a trip?

- As described on the zone map, a passenger requesting a specific route will utilize the meter rate to determine the cost.

15. How can I provide feedback on this new system?

- Your feedback on the new zone fares is important to us. Please send us an email at info@skyxe.ca and we will ensure that we share your comments for further review on how we can make your airport experience better.