

# World Report

August 2008



## DIRECTOR GENERAL'S NOTE

August has been a very busy month for all of us at ACI World, including preparations for the very important CEANS conference which will be held at ICAO in mid September. In close cooperation with the ACI World Standing Committee on Economics and with each of the ACI Regions, we have put together strong arguments to defend airport positions on key issues that affect our business flexibility and competitiveness.

At the same time we have been preparing for the World Annual General Assembly, finalising what promises to be a very exciting programme of speakers and a vast exhibition where our World Business Partners will showcase their products and services. It will be a time to assess what we have achieved and how we plan to direct our efforts, working effectively with our many aviation partners to strengthen our industry. I look forward to seeing you in Boston.

Angela Gittens

See you in Boston from September 21-28, 2008 for the **ACI-World/North America Conference & Exhibition**. Enjoy some legendary seafood, visit historic sites and catch a game at Fenway Park. Get more information today at [www.aciboston2008.com](http://www.aciboston2008.com)



## EVENTS AND CONFERENCES

Don't miss the **ACI World/North America Annual Conference and Exhibition**, Sept. 21-24, 2008, at the **John B. Hynes Memorial Convention Center in Boston, Massachusetts**.

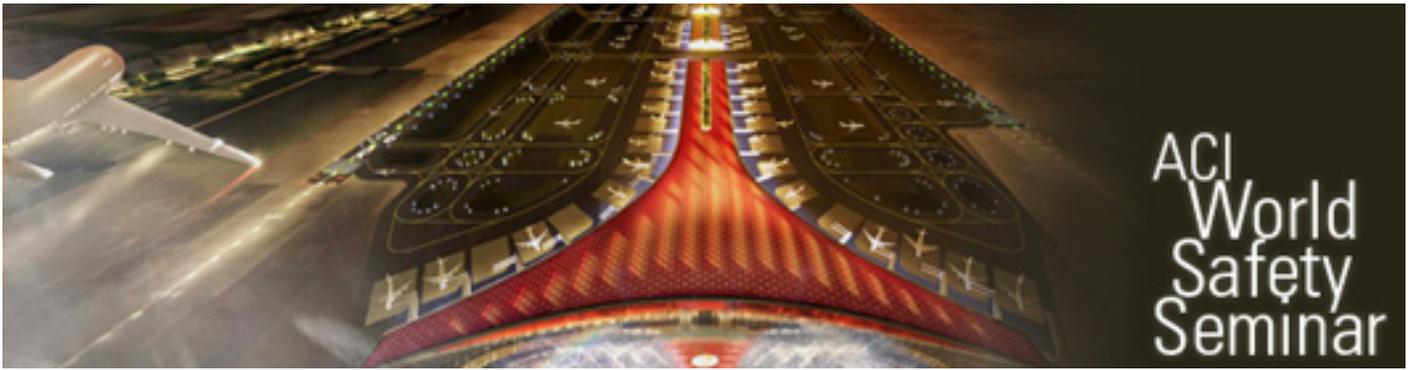
Our theme – Making Global Connections – captures the spirit of our increasingly global industry. The conference and exhibition present a unique opportunity to meet with both regional and international colleagues, not only from airports but across the entire aviation sector.

The keynote speaker on 22 September is Dr. Alfred E. Kahn, Robert Julius Thorne Professor Emeritus of Political Economy, Cornell University, will be the keynote speaker. As chairman of the Civil Aeronautics Board, Kahn led the move in 1978 to deregulate US airlines.

During the educational sessions we are pleased to have as featured speakers:

- Robert L. Fornaro, President and CEO, AirTran Airways
- David McMillan, Director General, Eurocontrol
- DJ Gribbin, General Counsel, U.S. Department of Transportation
- William S. Swelbar, Research Engineer, Massachusetts Institute of Technology International Center for Air Transportation
- Captain Paul Rice, Deputy President, Air Line Pilots Association, International
- Billy Glover, Managing Director, Environmental Strategy, The Boeing Company
- Bill Voss, President and CEO, Flight Safety Foundation
- D. Kirk Shaffer, Associate Administrator for Airports, FAA
- Monhla Hlahla, CEO, Airports Company South Africa
- Elaine Kamarck, John F. Kennedy School of Government

Registration and complete information can be found at <http://www.aci-na.org/boston08/welcome-to-boston.html>



### **ACI World Safety Seminar, Beijing, 18-19 November**

Airports Council International is bringing together the foremost experts in airport industry safety, to discuss current issues facing airport operations, and work towards an even safer industry in the future. The extensive programme will cover all the major ICAO safety initiatives and specific areas of high relevance at all airports, such as new technology developments, lessons to be learned from recent accidents and incidents, and human factors in safety. The seminar topics will be delivered by senior safety executives in charge of operations at airports today. Attracting a specialist group of over 200 safety managers, suppliers and service providers, this event will provide a forum for exchanging ideas and information as well as an opportunity for suppliers to showcase new products and services to senior decision-makers working within the airport industry. Check the full programme and register on the ACI website at [www.aci.aero](http://www.aci.aero) or contact Howard Baggott at [hbaggott@aci.aero](mailto:hbaggott@aci.aero) for assistance.

### **ACI Airport Environmental Colloquium, 26-27 November.**

An environmental colloquium for airports in the Africa and Middle East regions will be held in Cairo in November 2008 to promote sustainability and environmental management covering noise, water, air, climate change, recycling, wildlife and habitat. Each session will feature a panel of speakers including experts from Africa and/or the Middle East who will examine and discuss global environmental challenges from a local perspective. In addition, members of ACI's World Environment Standing Committee (WESC) will also share their experiences and explore solutions best suited for the regional environmental conditions. Emphasis will be placed on appropriate approaches and practical solutions to the real environmental needs of the region. Attendees will have plenty of opportunity to express their specific needs and pose questions to the panelists. The colloquium brochure is available on the ACI website. For registration, contact Nathalie Zulauf at [nzulauf@aci.aero](mailto:nzulauf@aci.aero) or fax your registration to +41 22 717 8888.



### **AVSEC World 2008 Conference**

This year's AVSEC World 2008 Conference takes place on 11-13 November, 2008 at the Grand Hyatt Hotel, Seoul, South Korea. The theme of the conference is "Risk Management: A common Sense Approach".

This conference is jointly organised by IATA, ACI and the European Civil Aviation Conference (ECAC), and is the only global aviation security conference which brings together airports, airlines and the regulators to discuss the key challenges and opportunities facing the industry. It will also have a large exhibition of the latest security equipment from the world's leading manufacturers. And this year's programme includes an Airport Security Track which will be looking at 'Landside Security at Airports' and 'Sustainable Quality Control in Aviation Security'.

Take advantage of the early bird promotion and register before the 15 September 2008. For more information and to register for the conference, visit [www.iata.org/events/avsec2008/index.htm](http://www.iata.org/events/avsec2008/index.htm)

### **INDUSTRY ACTIVITIES**

#### **The ICAO Conference on the Economics of Airports and Air Navigation Services (CEANS)**

The ICAO Conference on the Economics of Airports and Air Navigation Services (CEANS) will soon take place in Montreal from 15 to 20 September. This is a very critical meeting where ICAO State members will be debating several key issues related to financial and business issues that impact airports worldwide. The representatives will draw conclusions that may affect all airports, so it is crucial that we make our united voice heard clearly.

That is why ACI has submitted five working papers for ACI airport members of the World Economics Standing Committee and the ACI regional offices and each of the regional Economics Committees. We have a strong delegation attending and have been pleased to learn that many member airports are joining their State delegations. This will help our airport voice to be heard from all corners of the conference room.

The five submitted Working Papers are now posted on the ICAO website at <http://www.icao.int/ceans/Docs.htm>. We urge you to download these official versions and familiarize yourself with the positions that we are promoting at this important forum. The topics for the five papers are:

- economic oversight
- consultation with users
- economic performance and minimum reporting requirements

- rate of return for airports
- cost basis, cost allocation and charging systems

Each ICAO contracting States is allowed to have a delegation at the conference, and it is therefore critical that national governments be made fully aware of ACI's positions well ahead of the ICAO Conference. Even if your airport is not attending the conference, you can help by ensuring that our positions have been communicated to individual governments.

The report also revealed that nine out of the top ten fastest growing airports in 2007 were in Asia-Pacific. The fastest growing market for passengers was India with 24 percent growth and the largest single market in the world remains the USA, which handled 1.4 billion passengers last year. The second largest market was China with 350 million passengers and third was the United Kingdom with just under 250 million.

For any questions or clarification, contact Andreas Schimm, ACI Director of Economics by email at [aschimm@aci.aero](mailto:aschimm@aci.aero).

We will be sending reports on developments during the conference, which concludes on 20 September. Angela Gittens will provide a report to the ACI Annual General Assembly in Boston on 22 September. We hope to see you there.

## World Health Organization

David Gamper (Director, Safety), has joined the WHO Roster of Experts relating to the International Health Regulations (IHR). This is a Panel from which the Director General of WHO can select members of an Emergency or Review Committee, if circumstances occur such as a major communicable disease outbreak. Other members would be drawn from other WHO panels.

Other work with WHO continues, including a meeting of the Technical Working Group on harmonization of verification procedures for the certification of airports under the IHR, on 30 September. ACI will also attend a consultation meeting on Yellow Fever and international travel on 4-5 September.

## Flight Safety Foundation

ACI attended a meeting of the Runway Safety Initiative on 20-21 August. This group has met three times in 2008 and intends to complete a Global Plan on Prevention of Runway Excursions by the end of 2008. A meeting in November will review all contributions received. The relevance of this work has been highlighted by recent accidents, as at Montreal on 26 August. At this stage it appears that the accident in Madrid on 20 August was not technically a runway excursion, the aircraft having become airborne. The work is divided into three parts: Approach, Runway and Survivability.

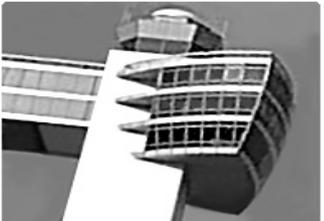
The Global Plan will include checklists of actions that can avoid or mitigate excursion accidents, to be applied by ATC, Flight crew and airport operators, as well as regulators. The final product to be published by the Flight Safety Foundation would be in the form of an Action Plan accompanied by a Tool-kit (similar to the approach with Runway Incursions). The product will be submitted to ICAO for endorsement and its use.

## ICAO Panels

ACI will join two ICAO Panels, the Instrument Flight Procedure Panel (formerly known as the Obstacle Clearance Panel) and the Navigation Systems Panel (formerly the GNSS Panel). ACI will be able to contribute to proposals which may affect airports operators, e.g. changes in regulations for precision approach and landing systems. ACI also takes part in the ATM Requirements and Performance Panel (ATMRPP).

## Annex 14

ACI's main focus in the technical area continues to be the Aerodromes Panel and its five Working Groups, which develop new and revised material for inclusion in Annex 14. ACI eagerly awaits the publication of the final version of the amendments to Annex 14 that have been going through the ICAO process since the Aerodromes Panel in December 2006. Also, ACI has requested and received comments from the Visual Aids Working Group on the planned revisions to the ACI Apron Markings and Signs Handbook. This is to be published in November.

			
<p><b>ASQ SURVEY</b> Customer Satisfaction Benchmarking</p> 	<p><b>ASQ PERFORMANCE</b> Benchmarking Delivered Service Levels</p> 	<p><b>ASQ ASSURED CERTIFICATION</b> Certification of Commitment to Customer Service</p> 	<p><b>ASQ MANAGEMENT</b> Advice and help to achieve Best Practice</p> 

### AIRPORT SERVICE QUALITY

## ASQ programme news

More than 70 airport representatives participated in the two-day ASQ Forum for Africa, Middle East and Asia, held in Bangkok last week. The Forum was hosted by Mr. Serirat Prasutanond, Acting President, Airports of Thailand (AOT), operator of six airports in Thailand. The regional forum is an annual event,

organised by ACI and DKMA, as a service to airports participating in the ASQ Survey programme and for those considering joining ASQ.

The forum provided an update on the ASQ Programme and shared some of the latest analysis from the survey, including a best practice benchmarking study on baggage trolley management. Representatives from Beijing Capital International Airport, Hong Kong International Airport and AOT also shared their best practices in service quality management and the forum culminated in an tour of Suvarnabhumi Airport.

Two other regional ASQ Forum are coming up in September:

ASQ Forum – Europe 17-18 September, Krakow, Poland

ASQ Forum – The Americas 25-26 September, Dallas, USA

We are pleased to welcome two new airports that joined the ASQ Survey programme in August -- Grenada and Narita. For more information on the Forums and the ASQ Programme, visit [www.airportservicequality.aero](http://www.airportservicequality.aero)

## PUBLICATIONS

### The Global Traffic Forecasts, 2008-2027

The Global Traffic Forecasts, 2008-2027 (available from September) reports that after several years of strong growth, global passenger traffic will increase at a slower pace in 2008 and 2009, due to external factors such as the credit crunch, slowing economies and rising fuel prices, regaining momentum and a positive growth curve through the next 20 years.

### ACI Apron Markings and Signs Handbook

The ACI Apron Markings and Signs Handbook (second draft) was presented to the ICAO Visual Aids Working Group in June. Comments have now been received from six members, and final modifications to the text and diagrams are underway. The document will be published in Q4 of 2008.

For further information see [www.aci.aero/publications](http://www.aci.aero/publications) or contact Caroline Knoepfel at [cknoepfel@aci.aero](mailto:cknoepfel@aci.aero)



## TRAINING

### ACI/ICAO AMPAP: first diplomas to be awarded in Boston

The Airport Management Professional Accreditation Programme (AMPAP) is a joint initiative of ACI and the International Civil Aviation Organization (ICAO), which was launched in June 2007 and will award its first successful candidates with the International Airport Professional (IAP) designation at the World Annual General Assembly in Boston.

Some 108 candidates from 38 countries have entered the programme in its first 15 months. ACI's AMPAP Team Leader, Paul Behnke: "This programme is a real first in professional training for airports, and the ICAO stamp is recognized by aviation specialists worldwide. AMPAP is the only truly international airport training that leads to accreditation."

The commitment and enthusiasm of the candidates both in the classroom and the on-line courses has been notable. There is a balanced level of participation from all of ACI's five geographic regions, which have given full support in promoting the programme to members.

ACI and ICAO will award the first graduates with the IAP designation on 22 September 2008 during the ACI World General Assembly in Boston. Eighteen individuals from ten countries are slated to earn their IAP credentials.

The first graduates are pioneers in AMPAP, showing commitment to improving their career skills and dedication in completing a challenging array of courses in record time. This remarkable achievement should encourage other candidates to move rapidly toward earning the IAP designation, the global hallmark of excellence in airport management.

There will be four AMPAP courses on the Air Transport System in the last quarter of 2008. The mandatory course – effectively the gateway to the AMPAP programme – will be held in Bucharest (October 6-10) and Macau (December 8-12) with venues in North America and Africa set to be announced shortly. Visit [www.iap.aero](http://www.iap.aero) for more information on all AMPAP courses.

## Global Training Hub

New courses developed by the ACI Global Training Hub (GTH) include Airport Communications and Public Relations, Air Traffic Forecasting and EU Funds. It is also developing courses on topics such as alternative financing for airport infrastructure as ACI bids to meet the needs of its member airports. In addition, well established safety courses and AMPAP mandatory courses and course electives will help to raise the bar of excellence and instill a culture of best practice at airports worldwide.

Dates for your calendar:

October

13-17 – Air Safety & operations, Zurich

19-23 – Security and Facilitation, ACI Fund, Buenos Aires

19-23 – ACI-ICAO User Charges, Geneva

November

2-6 – AMPAP Airline Management for Airport Professionals, Dubai

3-7 – Aerodrome Certification, ACI Fund, Casablanca

10-12 – Airline/Airport Business Relations, Athens

10-14 – GSN 3, Zurich

December

1-3 – Understanding Environmental Issues, Manchester

7-11 – AMPAP elective Airport Communications & Public Relations, Dubai

To register and for more details on course content and dates, please visit the GTH website: [www.gth.aero](http://www.gth.aero) or contact Philippe Baril at [pbaril@aci.aero](mailto:pbaril@aci.aero) / tel +41 22 717 8769.

## ACI Fund for Developing Nations Airports

Next seminars are:

**32nd ACI Fund Seminar October 13-17**, in Buenos Aires, Argentina will be hosted by Aeropuertos Argentina 2000 with the theme "Security and Facilitation.

**33rd ACI Fund Seminar November 3-7**, in Casablanca, Morocco, hosted by ONDA on the theme of Aerodrome Certification.

### WORLD BUSINESS PARTNER PROGRAMME

## Over 100 World Business Partners are going to exhibit at the ACI World/North America Conference & Exhibition in Boston, in September.

For all those attending, please mark your calendars as this will be the venue for the next World Business Partner meeting. All ACI-NA Associates/World Business Partners will receive an invitation to attend the breakfast meeting scheduled to take place on 23 September, 07:30 – 09:00am. A panel of 6 Airport Directors will lead a roundtable discussion:

Hardy Acree	Sacramento
Jim Cherry	Montreal
Max Moore-Wilton	Sydney
Thella Bowens	San Diego
Tom Kinton	Boston
Yannis Paraschis	Athens

They will discuss the state of the industry as it relates to their airports and the general areas of finance, capital improvement, security and IT.

### NEW WORLD BUSINESS PARTNERS

## Airlock Aviation Ltd (UK)

Consulting services

Airlock Aviation Ltd provides specialist management services and independent consultancy in the field of aviation security to a wide range of blue chip clients. The preparation of security programmes and all aspects of quality assurance work, including full and partial audits and covert tests, are specialties. Interim security management and aviation security training to government standards are also provided. The consultancy arm of the company advises on issues of compliance with international requirements and national government regulations and assists with the implementation of recommended measures. Guidance is also offered on measures to protect a client's business against criminal activity and malpractice. An investigation and expert witness service is also available.

[www.airlockaviation.com](http://www.airlockaviation.com)

## Lindner AG (Germany)

Planning and Construction

Lindner is your global partner for complete airport fit-out solutions with an impressive airport reference list. We are one of the leading contractors and suppliers for interior fitting. Products manufactured and offered by Lindner include: ceiling systems, lighting systems, partition systems, raised floor systems,

lounges, facades and many more.  
[www.lindner-airports.com](http://www.lindner-airports.com)

### **Blackhawk Systems Group, LLC (USA)**

The Blackhawk Systems Group provides technology support for online ticketing and baggage handling systems. Technology infrastructure services include physical networking, software engineering, and support for MUSE (multi-user system equipment) application platforms. Blackhawk also ensures that the airport infrastructure is secure and protected from external intrusion.  
[www.blackhawkssystemsgroup.com](http://www.blackhawkssystemsgroup.com)

### **Barnard Dunkelberg & Company (USA)**

Practice devoted exclusively to airport planning and environmental documentation. Services include master plans, development plans and programmes, FAR Part 150 Programs, site evaluation/site selection studies, base reuse studies, noise control/land use compatibility programmes, land use control/regulatory programmes, capital improvement programmes, and environmental assessments/impact statements for the full range of civilian and military facilities.  
<http://www.bd-c.com/>

### **CTI Consulting, Inc (USA)**

Counter Technology, Inc. (CTI) is a Maryland-based woman/Hispanic owned corporation, specializing in security engineering and management. CTI has established a comprehensive capability for providing specialty security planning and design services to architecture and engineering firms, as well as technical security and management support services to airports and air carriers. These include: airport security program support, command/control/dispatch center design, physical security system design, aviation disaster planning and crisis management, facility planning-management-operations, operations research and analysis, bomb blast survey/effectiveness analysis, airport operations support.  
<http://www.countertech.com/>

For further information, please visit the ACI World Business Partners website **[www.wbp.aero](http://www.wbp.aero)**

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