

# World Report February 2008



## DIRECTOR GENERAL'S NOTE

ICAO is a unique worldwide forum for advancing the global needs and view of airports, and as we report frequently in the World Report, ACI participates in committees, panels and working groups to represent our industry's positions on safety, security, economics and environment. But it has been a long-standing goal for ACI to increase our level of participation in the Air Navigation Commission (ANC), which is a key ICAO body responsible for shaping international guidance that applies to the operational and technical aspects of our industry. That is why I am very pleased to announce that ACI has recently been awarded Observer status on the ANC. Anne McGinley, Director of the ACI - ICAO liaison bureau in Montreal, will serve as ACI's representative to the ANC, and she will be ably assisted by Senior Environment Manager Xavier Oh and our newly appointed Senior Safety Manager Paul van den Eynden. ACI regards the role and work of the ANC as essential in improving the safety of aviation on a worldwide basis, and we look forward to contributing to that role from the airports' perspective.

Robert J. Aaronson

## Three major ACI events... coming soon

### 1 ACI Airport Business and Trinity Forum

31 March - 2 April | **Shanghai**

This is the second event of the successful partnership between Moodie International and ACI following last year's premiere in Dubai. The world's leading airport commercial revenues conference seeks to improve dialogue and mutual understanding between airports, concessionaires and brands to the benefit of a critical fourth party, the consumer. All speeches will be linked by an over-riding theme – the need for a much more consumer-driven approach by airports towards commercial revenues in order to drive footfall, penetration and spend. [www.aci.aero](http://www.aci.aero)

#### Who should attend?

Airport directors, retail managers, marketing executives, terminal managers, retailers, concessionaires, suppliers, consultants, airport designers and architects.

#### Including presentations from:

- Ivo Favotto, Nuance Group
- Hans Bakker, Airport Authority Hong Kong
- Jae-Hee Lee, Incheon International Airport
- Mark Riches, World Duty Free
- Jean-Baptiste Morin, Aelia
- Nick Forbes, Auckland Airport
- Peter Marshall, Marshall Arts International

### 2 Airport Service Quality and Facilitation Conference

31 March - 1 April | **Shanghai**

ACI organise this conference every two years to provide a forum for professionals from airports and facilitation partners to meet and discuss the challenges and opportunities faced in improving the quality of airport services and the efficiency of facilitation processes. It is also a forum in which best practices and innovations are shared. Day 1 focuses on strategic issues in plenary sessions and Day 2 offers delegates a choice of sessions in a *Service Quality* Track and a *Facilitation* Track. These tracks cover a range of issues in more detail at an operational level. [www.aci.aero](http://www.aci.aero)

#### Who should attend?

Airport directors, operations and facilitation managers, regulatory and control authorities, airlines, concessionaires and service providers.

#### Including presentations from:

- Folasade Odutola, ICAO
- Andrew Herdman, AAPA
- Jan Dorrington, Australian Customs Service
- Elie Maalouf, HMS Host Corporation
- Howard Eng, Airport Authority Hong Kong
- Nanne Onland, Dartagnan B.V.

### 3 3rd Aviation and Environment Summit

22 April - 23 April | **Geneva**

ATAG, ACI, CANSO, IATA and ICCAIA will host the third global Aviation & Environment Summit in Geneva. Since the first event in 2005, the aviation industry has been working together relentlessly to further limit its environmental impact. The 2008 Summit will provide the opportunity for the entire industry to assess progress and to agree on future action. Make sure you register today, since space is limited! ACI members are able to register for a special early price for this invitation-only event. Please check the summit website [www.environment.aero](http://www.environment.aero).

#### Who should attend?

Airport directors, environment managers, communications executives. World Business Partners involved in the environment.

#### Speakers include:

- James Leape, WWF
- Willie Walsh, British Airways
- Scott Carson, Boeing
- Thomas Enders, Airbus
- Jim Cherry, Aeroports de Montreal / ACI Chair
- As well as a top-level line up of aviation CEOs, Directors General and environmental experts

## AIRPORT SERVICE QUALITY PROGRAMME

### 112 airports now signed up to ASQ Survey programme

ACI has recently welcomed nine airports into the 2008 ASQ Survey programme, which provides a survey of customer satisfaction with airport services and benchmarking for 112 airports worldwide. The new participating airports are:

- Bandaranaike International Airport, Colombo
- Cairo International Airport
- Jacksonville International Airport
- Milan Linate Airport
- Milan Malpensa Airport
- Oakland International Airport
- Ronald Reagan Washington National Airport
- Washington Dulles International Airport
- Winnipeg International Airport

Details on the ASQ Survey and its associated ASQ Performance and ASQ Assured Certification programmes can be viewed at our recently relaunched site [www.airportservicequality.aero](http://www.airportservicequality.aero). The 2007 ASQ Awards will be announced next week by ACI World Headquarters and presented at a ceremony during the Shanghai event gala dinner on 1 April.

Airport  
Service  
Quality

## ACI WORLD HEADQUARTERS NEWS

### ACI says 'bon voyage' to Thomas Romig



After four years working at ACI in Geneva as Manager, Safety and IT, Thomas Romig is leaving to take up a position with one of our airport members. During his time at ACI, Thomas served as secretary of the Operational Safety, Airport IT and Cargo subcommittees as well as representing ACI and our airport members in a number of cross-industry initiatives including the Biometrics Task Force, Simplifying Passenger Traffic working group, the **.aero** Board, the Runway Safety Initiative and the CUPPS and CUSS working groups, among others. He will be joining the management team at Geneva International Airport as Safety Officer, in charge of implementing a safety management system for the airport. Thomas comments: "I have very much enjoyed my time at ACI, working with the team here in Geneva and our offices around the world, as well as all our members. This new role will enable me to put into practice some of the safety processes I have been involved in developing with the committees and working groups I have taken part in while at ACI." We at ACI World Headquarters wish Thomas all the best in his new job.

### ACI says 'bonjour' to Paul van den Eynden

ACI has appointed Paul van den Eynden to the post of Senior Manager, Airport Safety and Operations, effective from 1 April 2008. Paul will be located at ACI's ICAO liaison office in Montreal, so as to be closely involved in ICAO's work in the field of safety. Paul has a long and distinguished record in airport safety work. He is currently Director of Safety Management Systems at Calgary Airport Authority, where he has worked since 1991. He is currently Vice-chair of the ACI Operational Safety sub-committee, and will now become its secretary, where, among many other items, he will continue to develop a standard SMS audit tool for airports. ACI Director, Safety and Technical, David Gamper says, "We are pleased that Paul is going to join the ACI team. He brings a wealth of experience in airport safety which will prove to be invaluable, particularly with our expanded role at ICAO."

## BRIEF

### IATA Eagle Awards - accepting nominations now

The selection process for the 2008 IATA Eagle Awards is underway. Since 1998, the IATA Eagle Awards have been given to leading airports and Air Navigation Service Providers (ANSPs) demonstrating a strong commitment to value for money service. The IATA-appointed independent Eagle Awards panel will meet in late April to decide on the winners, who will be presented with the Eagle Award on 2 June during the 2008 IATA annual meeting in Istanbul. If any airport wishes to apply (self-nominate), they may present a submission no later than 4 April 2008. In order to find out the criteria and submission requirements, airports can contact either Jeff Poole (IATA Director of Industry Charges, Fuel and Taxation), at [poolej@iata.org](mailto:poolej@iata.org), or Magali Collot ([collotm@iata.org](mailto:collotm@iata.org), +41 22 770 2759).

## ACI FUND

### Non-aeronautical revenues seminar to be held in April

In collaboration with "Airports Authority of India", the ACI Fund is organising its 31<sup>st</sup> training seminar, on the theme of "non aeronautical revenues", in New Delhi, India from 7 – 11 April 2008. Lectures will be given in either English or French, with simultaneous interpretation in the other language. The seminar is intended for airport managers involved in marketing, commercial or finance departments. The programme will cover several the following areas:

1. Duty free shops
2. Masterplanning
3. Airport advertising
4. ICAO user charges
5. The tools available for analysing the financial return from concessions
6. How to increase revenues from airport property, car parking, taxis and other services

7. How to communicate with the public, authorities and other airport-related businesses
8. What is the best way to train staff in customer services

In order to ensure an effective interactive training, the number of participants is limited to a maximum of two persons per country. Only the first 30 registrations received will be taken into consideration, on a first come, first served basis. For more information, check [www.aci.aero/acifund](http://www.aci.aero/acifund) and/or email [mbarre@aci.aero](mailto:mbarre@aci.aero) or [pbaril@aci.aero](mailto:pbaril@aci.aero) by 7 March 2008 at the latest. Participation in the seminar is complimentary; the costs of accommodation, local transport and meals are met by AAI and the ACI Fund from April 6 (evening) to April 11 (noon). Participants are required to pay only for their flight tickets to and from New Delhi, for their visa if necessary, and sickness and accident insurance.

## Global Training Hub courses

Month	Dates	# days	Topic	Location	Language
February	04-06	3	Airport Planning	Zurich	English
February	11-15	5	Airside Safety and Operations (Global Safety Network)	Zurich	English
March	03-07	5	AMPAP: Air Transport System	Houston	English
March	10-12	3	Airport Business Development and Planning	Cairo	English
March	10-12	3	Introduction to the Airport Business	Dubai	English
March	10-14	5	Aviation English	Bucharest	English
March	17-21	5	Aviation English	Istanbul	English

To register please visit [www.gth.aero](http://www.gth.aero) or contact ACI: +41 22 717 8585

## ENVIRONMENT

### Second ACI member airport now carbon neutral

At last year's ACI World Annual General Assembly in Buenos Aires, an environment resolution called for a series of environmental commitments by airports. Speaking to the assembly, Robert J Aaronson said, "The commitments outlined by ACI airports here today are the foundation for a step-change in the way we think about our environmental performance. The key is to keep doing what many of us are already doing, but to expand and improve. The ultimate goal, in my opinion, is carbon neutral airports." Christchurch International Airport in New Zealand has recently been certified as carbon neutral, following LFV the Swedish airport and air navigation service provider. An airport operator can achieve carbon neutral status by reducing carbon emissions from operations and buildings to a strict minimum and for the remaining emissions that cannot be further reduced can employ economic and market-based measures while industry develops long-term technological solutions. Aaronson comments: "This is a reasonable and achievable goal and works alongside programmes in place in other parts of the aviation sector. The reality is, many positive environmental decisions are also positive business choices. Energy efficiency can reduce costs and sustainable development provides long term planning viability for airport operators."

*If your airport has achieved carbon neutral certification, or is progressing towards this goal, please contact ACI's Haldane Dodd, so we can keep track of airports making this a priority. For further details, please check the ACI web pages [www.aci.aero/environment](http://www.aci.aero/environment) and [www.aci.aero/climatechange](http://www.aci.aero/climatechange). ACI also needs more case studies of environmental initiatives at airports, to use as examples to the news media, ICAO and for its website.*



We are also interested in expanding the reach of the enviro.aero campaign. This cross-industry effort aims to highlight aviation's advances in environmental efficiency and correct some of the inaccurate things being said about aviation's impact on climate change. The website, [www.enviro.aero](http://www.enviro.aero), has been populated with a large number of case studies and environmental press releases - it is a good source of information for the flying public on the aviation and the environment. We need airports to place links to [www.enviro.aero](http://www.enviro.aero) on their own websites - if you are able to do so, or would like to learn more about enviro.aero, please contact Haldane Dodd at ACI World Headquarters in Geneva [hdodd@aci.aero](mailto:hdodd@aci.aero).

## PUBLICATIONS

### Journal of Airport Management

The latest issue of Journal of Airport Management, the leading professional journal on airport management published in association with ACI, will be published shortly. The contents include: *Fasten Your Seat Belts - Turbulence Ahead* by Rigas Doganis; *Environmental management planning: A Canadian perspective* by Alec Simpson; *Local air quality: A growing concern to airport management* by Emanuel Fleuti; *Cost and revenue planning and control at Stuttgart Airport* by Reiner Koch and Wolfram Weber; *Cargo: A necessary evil for airports and carriers?* by Robert Ryan; The value of an airport business plan by Michael A. Hodges; *Planning check-in facilities for the future at Frankfurt Airport* by Rolf Felkel; *Marketing strategy and airport revenue at FlyBalaton Airport* by Tibor Tiboldi; Research papers on *Determinants of financial health of US general aviation airports* by Vitaly S. Guzhva, Massoud Bazargan and David A. Byers; *The relationship between size and efficiency: A benchmarking analysis of Spanish commercial airports* by Juan Carlos Martín and Concepción Román; A review of the book *Handbook of low-cost airlines* Edited by Sven Groß and Alexander Schröder.

- Click here to access two sample articles from the latest edition: [www.aci.aero/aci/aci/downloads/JAM\\_SAMPLE.pdf](http://www.aci.aero/aci/aci/downloads/JAM_SAMPLE.pdf)

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## WELCOMING NEW WORLD BUSINESS PARTNERS

### SKIDATA (AUSTRIA)

SKIDATA is an international market leader in access and ticketing solutions for controlled access of vehicles and people. For their parking facilities, modern airports look for security, customer-friendliness and added value for maximised revenue. SKIDATA meets these expectations with tailor-made solutions for international and regional airports. The systems are adapted to airport security requirements and designed for integration with business models for additional services beyond pure parking applications: full-service parking and interfaces to retail areas, event centres, visitor platforms, catering facilities and shopping centres. More than 120 airports worldwide use SKIDATA solutions to serve their customers with value-added professional car park management. [www.skidata.com](http://www.skidata.com)

### Opscom (NORWAY)

Opscom's mission-statement is "Simplifying Complexity - Improving Safety". Running an aerodrome is a complex operation, possibly involving several organisational entities. These entities need to cooperate optimally in order to comply with the international strict regulations as defined by ICAO and the national Civil Aviation Authorities. Furthermore, the strong growth in the number of passengers travelling by air, and the increased focus on security and environmental issues demand even more efficient and smart operations by the aerodrome administration. Opscom Aerodrome Operation is a web-based software-solution which is tailored for aerodrome operations, focusing on inspections, controls and event-management. The software encourages efficient cooperation and communication between the operations personnel and management, and simplifies and improves the efficiency of your staff. All inspections and controls are predefined with automatic messages to the operating personnel with work-orders relevant to their job-responsibility. This improves the quality and standard of the aerodrome infrastructure, and creates a learning environment which improves safety. [www.opscom.no](http://www.opscom.no)

### Oxera (GREAT BRITAIN)

Oxera is an independent economics consultancy - one of the longest established in Europe - with an international reputation for integrity, intellectual rigour and work of the highest quality. Our specialist skills in market and policy analysis, corporate finance, regulation, competition policy, performance assessment and financial economics are applied across a wide range of sectors, including transport, communications, energy, financial services and water. Aviation is a key focus for Oxera's Transport team, who are retained by firms, regulators and governments to provide independent economic analysis and advice on all aspects of regulation, competition policy and other issues of concern to the industry. [www.oxera.com](http://www.oxera.com)

### R.W. Armstrong (USA)

RW Armstrong is a full service consulting firm with four teams serving our clients in their respective markets: airports, architecture, environmental, and transportation. Today, RW Armstrong has over 260 employees, with around one third dedicated exclusively to airport-related planning, design, and construction. They have offices strategically located across the United States and in the Middle East and offer clients multi-disciplined consulting, engineering, architecture, planning, construction management, and programme management services. The Airports Division is dedicated to servicing the aviation industry, and clients include airports, airlines, cargo carriers, the FAA, the US Military, state agencies, equipment manufacturers, and FBO's. RW Armstrong's professional staff has extensive experience delivering projects from preliminary planning through final construction. Their experience addresses all areas of airport development including the airfield (runways, taxiways, and aprons), deicing facilities, landside facilities (roads, parking facilities, hotels, offices, industrial parks), passenger terminals, hangars, cargo facilities, ATC towers, navigational aids, and all aspects of airport planning. [www.rwa.com](http://www.rwa.com)

### L.E.K. Consulting (USA)

L.E.K. Consulting was established in 1983 and today has more than 800 consultants in offices in Europe, the United States, and Australia. L.E.K. advise FTSE 100, Eurotop 300, Fortune 500, and the largest Asia-Pacific firms in business strategy, finance, marketing and sales, operations, organisation and transaction services. Business leaders seek L.E.K. advice because they know L.E.K. has the insight and guidance they need to move forward with confidence. They provide world class analysis, pragmatic solutions, a comprehensive range of services, and global capabilities to produce practical, high-impact results - quickly. [www.lek.com](http://www.lek.com)

### Transsystems-The Campbell-Hill Aviation Group (USA)

Transsystems-The Campbell-Hill Aviation Group is a privately-owned consulting firm near Washington DC, specialising in air service development, marketing and community relations, and air cargo development for North American airports. They offer extensive consulting services for regulatory issues such as international route proceedings, bilateral negotiations, aircraft noise and emissions policy, and competitive policy marketing strategy. Campbell-Hill also specialises in airport strategic planning, master plan forecasting, airport statistical reports, economic impact studies, survey research, authority board and public relations. [www.transsystems.com](http://www.transsystems.com)



Everything you need to know  
about aviation and the environment



## Oliver Wyman (USA)

Oliver Wyman combines deep industry knowledge with specialized expertise in strategy, operations, risk management, organisational transformation, and leadership development. The firm works with clients to deliver sustained shareholder value growth and help managers to anticipate changes in customer priorities and the competitive environment, and then design their businesses, improve their operations and risk profile, and accelerate their organisational performance to seize the most attractive opportunities. [www.oliverwyman.com](http://www.oliverwyman.com)

## Passero Associates (USA)

Passero Associates (PA) is an 80+ person, full-service professional consulting firm providing planning, engineering, architectural design, surveying, program management and construction administration services in Florida and the Eastern United States. Passero Associates provides clients in Florida and the Southeastern United States with high quality, value oriented services the company is noted for. With more than 30 years of providing clients with planning, engineering and architectural services, PA has developed expertise in: airport improvements, highway improvements, commercial developments, industrial developments, institutional developments, municipal buildings, residential developments, and infrastructure improvements. For over 20 years PA has been providing aviation consulting services at more than 30 airports throughout the eastern United States. Through the firm's extensive experience in aviation planning, engineering, architecture, environmental engineering, grants administration and programme management, PA has developed an expertise for almost any conceivable aviation project. This technical expertise, coupled with the firm's total commitment to providing value through services and quality, has propelled the firm's reputation as a leader in the aviation consulting services industry. [www.passero.com](http://www.passero.com)

## McKenna Long & Alridge LLP (USA)

The Transportation Infrastructure Practice of McKenna Long & Alridge LLP (MLA) offers government contracts expertise to clients around the world who require strategic counsel in public sector infrastructure management, including; privatisation, public-private partnerships, transportation infrastructure and security assessment, transportation pricing, project finance and project lifecycle management. Their field of research includes: airports and airline industry, seaports and shipping, surface transportation, tolls and intelligent transport, as well as rail. An international law firm operating at the intersection of business and government with a client mix of Fortune 500, mid-size companies, government contractors and non-profit organisations, MLA is recognised as home to the first and largest government contracts practice in the United States. [www.mckennalong.com](http://www.mckennalong.com)

## Shenzhen CIMC-TianDa Airport Support Ltd (PEOPLE'S REPUBLIC OF CHINA)

Shenzhen CIMC-TianDa Airport Support, as one of the subsidiaries under the world's largest container and trailer manufacturer - CIMC(Group), is committed to be a major supplier of airport equipment and modern logistics system in the global market. The core business of CIMC-Tianda is airport support equipment and modern logistics equipment, providing system integrating solutions and consulting services. The product ranges from Passenger Boarding Bridges, Visual Docking Guidance System, GSE, Air Cargo Handling System, Automated Storage and Logistics System and Auto-Parking Systems. Since 1989, CIMC-TianDa has produced more than 1200 passenger boarding bridges and fixed bridges for over 70 worldwide airports, dominating a market share of 90% in China and exporting to the USA, France, Netherlands, Australia, India, Thailand, Malaysia, Mongolia, Morocco, Congo, Ecuador, Guatemala, Hong Kong, Macau and Taiwan. [www.cimc-tianda.com](http://www.cimc-tianda.com)

## FADOW (USA)

Fadow is a company that provides digital content - movies, TV shows, audio books, music, travel guides, etc - to passengers in airports. The Fadow name is derived from a combination of the two words, fast and download. Characteristics of the service: Digital content download at rates significantly faster than internet-based services; Secure connectivity through Fadow's proprietary wi-fi network without the need for a separate internet connection; A new and ingenious retail entertainment service for an increasingly demanding and technology oriented clientele; A non-traditional retail experience from the comfort and convenience of the boarding gate area, fulfilling the needs of passengers and operators alike. [www.fadow.com](http://www.fadow.com)