



ACI World Report

April 2011

Message *from the Director General*



Dear colleagues,

It is my pleasure to introduce this month's newsletter with a report on the Airport Excellence (APEX) in Safety

programme. ACI World and ACI Africa launched the programme with a Safety Seminar that drew over 180 delegates and an excellent roster of speakers, including ICAO from both the global and regional offices. Graciously and generously hosted in Marrakech by the Moroccan Airports Authority (ONDA), airport and civil aviation authority representatives heard from experts in runway safety, wildlife hazard mitigation, safety management systems and safety culture as well as insights on the use of technology to improve airport safety. In addition, as part of the APEX in Safety promise, guidance material and a toolkit were distributed to all participants. And, as further encouragement, 20 participants were lucky winners of ACI online safety training courses, free of charge.

We announced the first pilot airport for the APEX in Safety programme, Lome Toko in Togo. We are working on an agreement between ACI and the global and regional offices of ICAO to work together with all of the aviation stakeholders in the country to make a difference. The airport authority (SALT) has already assembled

these stakeholders in a safety management development programme and will now have the combined forces of ICAO and ACI to assist the effort. The ACI Fund Council has approved development of a special ACI Fund seminar for Togo to contribute to the effort.

Our next regional safety event will be in the Latin America-Caribbean region in June, in conjunction with ICAO and Latin American and Caribbean Air Transport Association - ALTA. The regional safety committee has already set targets for the priority challenges it intends to tackle for its APEX in Safety programme.

We are off to a strong start.

I also want to offer thanks for the generous contributions received so far for the Humanitarian Relief Fund that provides support to airport employees affected by the tragic events in Christchurch and Japan. For those that wish to contribute, the link is on the ACI World, North America and Asia Pacific websites. The fund is managed by the U.S.-based American Association of Airport Executives.

Angela Gittens
Director General, ACI World

ACI World Standing Committees

ACI World Airport IT Standing Committee meets in Stockholm

The 3rd meeting of the ACI World Airport IT Standing Committee (WAITSC) took place in Stockholm, Sweden, 24-25 March 2011, hosted by Swedavia, with an excellent participation of more than 30 airport delegates and industry representatives – including representation from IATA and the airline community – which is the best attendance the Committee has had to date.



Members of the ACI World Airport IT Standing Committee (WAITSC)


The main points of discussion in Stockholm were the following:

- Passenger Experience Management Group update (CUPPS and Fast Travel)
- Passenger racking technologies
- Smart phone applications for airports
- Current and future uses of the ACRIS RP
- System support of Airport Collaborative Decision Making (A-CDM)

- Understanding Airport IT standards and RPs
- Indoor geo-positioning, geo-localization and augmented reality

The meeting was considered to be one of the most productive and successful ones by Committee members, given the issues addressed, the level of the discussions, and the promising outcomes achieved.

ACI World would like to thank the tremendous effort and proactive support from Swedavia dealing with meeting organization, coordination and logistics.

For more information on ACI World Airport IT initiatives, please contact Arturo García at agarcia@aci.aero 

IATA's Passenger Experience Management Group (PEMG) 4th meeting in London LHR

The IATA's PEMG and related Working Groups met in London, 14-18 March 2011, at BAA premises in Heathrow, hosted by BAA, with the participation of ACI World staff and 8 airport representatives.

The PEMG was founded in 2010 as part of a coordinated approach to improve the passenger experience by cross-industry collaboration, involving all stakeholders – airlines, airports, government agencies and service providers – in the decision making process.

Here is an overview of the airport issues covered:

- CUPPS Implementation Guide and CUPPS/CUSS transition

- Fast Travel: Common Use Bag Drop, Near Field Communications (NFC) and mobile services
- Security Access and Egress and Passenger Data Harmonization
- International Traveller Scheme for registered passenger programs

For more information on ACI World Airport IT initiatives and projects, please contact Arturo García at agarcia@aci.aero ✉

ICAO AVSEC Panel meets in Montreal

The 22nd meeting of the ICAO Aviation Security (AVSEC) Panel of experts took place in Montreal, 21-25 March 2011, with active participation of ACI World.

The main discussions and outcomes of the meeting were:

- Security of LAGs and new European regulation
- Next Generation Security Process and Checkpoint
- Security of Cargo
- 100% screening of persons other than passengers
- Security Management Systems

For more information on Security and Facilitation issues, please contact Craig Bradbrook cbradbrook@aci.aero ✉



Humanitarian Relief Fund

ACI-North America, the American Association of Airport Executives, ACI World and ACI Asia-Pacific have once again joined forces to create a relief fund to help our colleagues in the Sendai, Japan, area.

Sendai Airport along with other smaller airports along the coast was in the direct path of the tsunami. Worldwide broadcasts have shown the force of the water scouring buildings, road and homes and sweeping them along in its path. Thousands are dead, many more are missing and the challenges with the nuclear plant will multiply the problem. Sendai Airport and other smaller airports nearby, and most especially their employees, will have suffered the loss not just of facilities, homes and possessions, but of people. It is hard to overstate this tragedy.

One hundred percent (100%) of any donation you make will go directly to benefit airport employees and their families. Nothing is taken for administrative overheads; this may be the most effective way anyone can directly assist those coping with this tragedy, anywhere.

PLEASE donate now to help our colleagues by [clicking here](#) ✉.



LATEST ACI Press Release

[ACIWorld Governing Board issues statement](#) ✉

Preliminary World Airport Traffic 2010 *Passenger traffic up 6.3%; Cargo up 15.2%*

ACI preliminary traffic results, based on reports from over 900 airports worldwide, indicate that global passenger traffic grew at a better than expected rate of 6.3 percent and cargo rose strongly by 15.2 percent, as compared to 2009. Aircraft movements remained stable at just under 1 percent.

ACI World Director General Angela Gittens comments, "2010 underscored the resilience of the air transport business and resulted in over 5 billion annual passengers for the first time ever. 2010 also pronounced the shift and divergence in growth across the regions. While North America and Europe have struggled to reach pre-crisis passenger volumes, Asia-Pacific, Latin America-Caribbean and Middle East sustained a strong momentum and gained market share through double digit growth."

Monthly passenger growth worldwide in 2010 was consistently high between 5 percent and 10 percent with the exception of a significant setback in April due to the volcanic ash cloud that hit Europe particularly hard. Another anomaly impacting traffic mainly in Europe was the unusually harsh winter weather in December. Despite these setbacks Europe still registered growth of 4.3 percent in 2010 thanks to strong international summer and fall traffic.

A slow economic recovery and restraint of air carriers in adding domestic capacity has led to modest growth in North America of 2.4 percent keeping passenger numbers below pre-crisis levels in that region.

Asia-Pacific has benefited from a 14.2 percent rise of international passengers resulting in a total increase of 11.5 percent. Latin America-

Caribbean enjoyed strong domestic traffic growth particularly in Brazil and other Latin American countries as national economies and low cost carriers expand quickly.

International traffic was also important in Africa which registered 8.8 percent more passengers in total while 11.5 percent more passengers arrived and departed in the Middle East.

The recovery was more coherent and comprehensive in the freight sector where all regions showed a robust double digit increase led by Asia-Pacific (+18.6%) and Europe (+17%). International freight was the driver of the air freight recovery as total tonnage jumped by 20.5 percent compared to 2009.

Aircraft movements increased the most in Latin America-Caribbean (+6.2%), Middle East (+6.1%) and Asia-Pacific (+5%) while movements continued to decline in Europe (-0.4%) and North America (-1.2%).

Gittens concludes, "Passenger and freight growth clearly surpassed global GDP growth in 2010. GDP growth projections for this and the coming years are high creating a positive outlook for demand for air transport. This underpins the need to continue to expand and modernize airport infrastructure to maintain high standards of efficiency and customer service. More than ever, airports will be asked to finance these projects autonomously without public funds requiring private and public airports to be empowered to generate necessary returns on their investment."

Airport ranking

Among the largest airports in the world Beijing (+13%) leaped to the second rank eyeing Atlanta (+1.5%) which continues to be the world's largest airport. London Heathrow dropped to the fourth rank overtaken by Beijing and Chicago O'Hare

(+3.3%). Only two airports in the top 30 did not grow in 2010, Las Vegas (-2.6%) and London Heathrow (-0.2%). Charlotte (+10.4%) was the only large airport outside Asia-Pacific and Middle East growing by more than 10 percent. See tables 1, 2, 3.

[CLICK HERE](#) to download the full release.

SUMMARY

Preliminary Results for 2010, compared to 2009

Total Passengers: +6.3%

Total International Passengers: +7.5%

Total Cargo (includes mail): +15.2%

Total International Freight: +20.5%

Total Aircraft Movements: +0.8%

** Please note that all figures and percentages are based on submissions by 906 airports. The final confirmed report will be published in August 2011 and will include 1300+ airports; therefore figures are subject to variation.*



PaxFlash and FreightFlash
February 2010

Global traffic rises moderately in February - Results for Africa plummet by 21%

Global passenger traffic at airports grew by almost 4 percent in February, with international up by 4.5 and domestic by 3.4 percent. Freight volumes stagnated for the month reflecting a decrease of 3.3 percent in domestic freight traffic.

Summary Worldwide Traffic Results, February 2011 (% change)

	Feb 2011 over Feb 2010	Year to date 2011	12 month rolling year
PaxFlash			
International passenger	4.5	6.3	7.5
Domestic passenger	3.4	4.5	5.4
Total passenger	3.9	5.3	6.4
FreightFlash			
International freight	1.6	5.3	17.4
Domestic freight	-3.3	0.5	6.6
Total freight	0.0	3.7	13.5

*YOY: Year over year same month comparison;
YTD: Year to date, starting February 2010, compared to same period previous year;
YE: Year end, based on rolling 12 month period, compared to same prior 12 month period*

North African airports were heavily hit by political unrest in Egypt and Tunisia resulting in 21 percent decline in the Africa region, with drastic reductions seen for Cairo (-54%), Sharm El Sheikh (-71%), Tunis (-31%). Bahrain also

recorded implications of the social unrest with a 15% passenger decline. The drop of tourism-related traffic in North Africa travel seems to have boosted results at other leisure destinations, benefiting particularly alternative destinations in Spain and Turkey. Sharp growth was reported by Fuerteventura (+34%), Sevilla (+20%), Tenerife (+13%), Lanzarote and Gran Canaria (+11%) and Antalya (+20%).

Overall, February saw further consolidation of growth. In light of 6.8 percent growth during the reference period one year ago, the 3.9 percent global growth this February, despite the Africa decrease, remains positive. Asia Pacific, Europe, Latin America-Caribbean and the Middle East show homogeneous growth rates between 5 and 6 percent whereas North America's passenger figures expanded by 2.8 percent. International traffic grew faster than domestic in North America (+3.4%), Europe (+6.1%) and Asia Pacific (+7.7%). The rolling 12 months figure (see Table 1) remains high at 6.4% just slightly below the peak of 6.9% reached in January.

One third of airports in the PaxFlash sample reported negative growth for February, a comparatively high proportion mainly tied to decreases seen at North African airports that would normally have risen during this tourism period.

ACI Director Economics Andreas Schimm comments, "The impact of the social and political crisis in North Africa on overall global traffic is limited, yet for the individual airports that were accustomed to rapid growth, it represents a very severe situation as both aeronautical and non-aeronautical revenues plunge.

"While the situation in North Africa remains fragile with the focus shifting to Libya, the effects of the natural and nuclear disaster in Japan that occurred in March will have a far bigger impact on

March results both in the Asia-Pacific region as well as depressing global passenger numbers." The freight situation is more sobering as there was no growth in February globally. The stagnation comes relative to a 22 percent increase in the reference period February 2010. Asia Pacific and the Middle East recorded declines of 3.4 and 9.3 percent respectively. While the drop seen in Asia Pacific was mostly caused by domestic freight decreases, Middle East freight is international only. Globally, however, international freight continued to expand by 1.6 percent.

Schimm adds, "It would be misleading to interpret these figures as a precursor to a cooling world economy. Growth rates were exceptionally high during the first half of the 2010 reference period, and the situation is already positive if the volumes reached then can be upheld."



Click [HERE](#) to read the Full PaxFlash and FreightFlash Press Release



January 2011
monthly **WATR**
& **IPFR** are now
available

www.aci.aero/datacentre



ACI would like to extend a warm welcome to the following airports:



Darwin International Airport
Aeroports du Cameroun SA

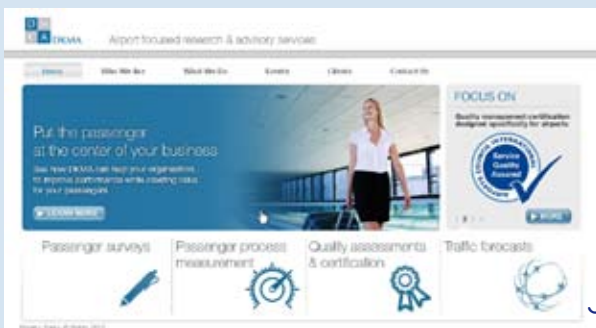


Beijing Capital International Airport
Hainan Meilan International Airport

For more information on the ASQ Programme, visit www.airportservicequality.aero or contact Craig Bradbrook at cbradbrook@aci.aero ✉

www.airportservicequality.aero 

Have you visited the **DKMA website** recently? Find out how DKMA can help your organisation to improve performance while creating value for your passengers - *click on the image below*



New retail, food & beverage benchmark survey to be launched

Based on the requests from several ASQ airports, a new dedicated benchmark survey focusing exclusively on retail and F&B activities will be launched in October 2011. The survey will focus on the three most important commercial services (food & beverage, non duty free retail and duty free retail), helping airports improve their retail performance in each of these areas. By providing a global benchmark of retail activities, participating airports will be able to put their performance into perspective and identify best practices in commercial service management.

The survey will help airports:

- Evaluate passenger satisfaction with retail services & identify which aspects of service have the highest impact on passenger satisfaction
- Compare their sales performance with other airports (share of impulse spending, total passenger spend, etc...)
- Identify their consumer profiles and understand purchasing behaviours

The new retail survey will follow a common methodology in all airports and will benefit from synergies and compatibilities with the ASQ Survey. Passengers will be interviewed at the gate in two annual waves. These will cover both the winter and summer schedules in order to understand seasonal changes in the passenger mix. A first wave will be performed in October 2011 in order to provide results before the end of the year.

For more information on the retail benchmark survey please contact Mr Damien Kobel at damien.kobel@dkma.com ✉



2010 ASQ Awards recognize the world's best airports

The spectacular Kingdom of Dreams in New Delhi, India played host to this year's ASQ Awards which recognized the world's best airports according to ACI's ASQ passenger satisfaction survey. For the sixth year in a row, Incheon International airport was named Best Airport Worldwide, with Singapore Changi Airport and Hong Kong International Airport placing second and third respectively. In total 46 Awards were handed out during the event, recognizing the top airports in each of the categories - worldwide, by size, by region, best regional airport and best improvement.

The annual ASQ Awards are the world's benchmark measure of service excellence. They represent the highest possible accolade for airport operators and are an opportunity to celebrate the commitment of airports worldwide to continuously improve the passenger experience. The ASQ Awards are the only global airport rankings to be based on a measure of the passengers' satisfaction taken while the

passenger is still at the gate. In 2010, over 300,000 passengers were interviewed prior to boarding their flight and asked to rate their satisfaction with the airport that day.

The ASQ Survey is the world's leading airport passenger satisfaction benchmark programme. Its scientific methodology, strict quality control procedures and commitment to impartiality have won industry recognition and established it as the global standard for measuring passenger satisfaction. Every month, at all participating airports, departing passengers are interviewed at the gate while the experience is fresh in their minds. All airports use the same questionnaire (available in over 30 languages) and follow the same methodology. Customer feedback is measured on a range of service delivery parameters that track the customer experience from the moment of arrival at the airport to the departure gate. Each participating airport receives the data from all other participants allowing it to identify best practice and to measure its own performance precisely. By providing a global benchmark of passenger satisfaction, ASQ enables airports to see where they stand relative to their peers

and competitors. This helps airports prioritize improvement projects and validate investments in new facilities and services.

A detailed profile of each of the Award Winners & further information regarding the ASQ Survey can be found at

www.airportqualityawards.com



The screenshot displays the 'AIRPORT SERVICE QUALITY AWARDS' website. At the top, there is a navigation menu with links: HOME, 2010 AWARD WINNERS, ABOUT THE ASQ AWARDS, PAST WINNERS, CONTACT US, and PRESS & MEDIA. The main header features the ASQ logo (a starburst with 'WINNER 2010 ASQ' and 'AIRPORTS COUNCIL INTERNATIONAL' below it) and the text: 'AIRPORT SERVICE QUALITY AWARDS INDUSTRY RECOGNITION OF THE BEST AIRPORTS IN THE WORLD'. Below this, a descriptive paragraph states: 'The Airport Service Quality Awards are the industry's most prestigious accolades. The Awards recognize the airports which have achieved the highest passenger satisfaction ratings in the ASQ Survey - the world's benchmark measure of airport excellence.' The main content area is divided into five award categories, each with a representative image and a 'Read more' link:

- BEST AIRPORT WORLDWIDE 2010:** Seoul Incheon Airport
- BEST AIRPORT BY REGION 2010:** Malta Airport (Region: Europe)
- BEST AIRPORT BY SIZE 2010:** Ottawa Airport (Size: 2-5m)
- BEST REGIONAL AIRPORT 2010:** Quebec City Airport (Region: North America)
- BEST IMPROVEMENT:** San Jose Airport (Region: Latin America)

Magazines Airport World



Click on the magazine to read it online

In the spotlight: Land development
Airports: Incheon, Dublin and Bangkok
Special focus: ASQ winners

Plus: Airport design, leadership and charities

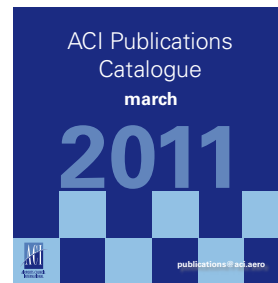
Airport World: Asia-Pacific Airports



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In the spotlight: Indian airport development
Airports: Delhi and Oman's gateways
Special report: The Young Executive of the Year
Plus: Airport advertising and IT trends

ACI Publications

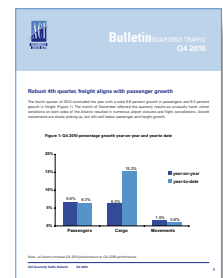


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addressing best practice**



www.aci.aero/publications

Airport Spotlight

Tuned to the beat of airports worldwide

Bucharest Henri Coandă International Airport – the gateway airport to Romania, inaugurated their new finger terminal on 29 March, 2011. Construction of the terminal with an aerial design representing a viola began in August 2009 at a cost of Euros 60 million. This is the third stage of an investment programme which targets an increase in passenger processing capacity from 4.5 million passengers to 6 million passengers per year with this new facility.



Bucharest Airports National Company (BANC), operating two airports in Romania, is a young company running at full speed on its pathway of development and modernization. The terminals' modern architectural concept, high-tech equipment and upgraded functionality, provides passengers with a new definition of comfort, and improvements in security and aeronautical safety to adjust to the specific requirements of the constantly increasing traffic.



Original terminal

5 boarding air-bridges
9 boarding gates
52 check-in points

New terminal

14 boarding air-bridges
24 boarding gates
104 check-in points

The 16,600 m² terminal was designed to meet Class B service quality criteria and incorporating the requirements for Romania to be accepted into the Schengen zone. This is a new milestone which defines the identity of our company.

Passengers can now benefit from a state-of-art airport providing services and facilities in a modern and extremely generous environment with a wide range of commercial and service areas meant to meet ever growing demands. This has been a turning point as we step into a high frequency age, perfectly tuned to the beat of the big airports of the world. Naturally, there has been a lot of work behind this success story, allowing us to become an important hub in the European transport network. Our vision relies on two key pillars – development and modernization – and we keep setting new priorities. We feel confident we will meet these in the same way we have faced this latest challenge.



ACI Global Training

Next Generation of Aviation Professionals (NGAP) Update

ACI has been actively supporting the Next Generation of Aviation Professionals (NGAP) Task Force since its inception. At the third meeting from 7 - 10 February 2011, it was clear that the work of the different sub-groups of the task force is progressing well:

- The flight crew group reviewed a competency framework for instructors and evaluators and started work on developing command competencies.
- The air traffic management group started the development of competency frameworks for air traffic controllers and air traffic services electronics personnel (ATSEPs).
- The accreditation group discussed the similarities and differences of systems to accredit aviation university-degree granting programmes.

Participants also heard about the activities of the outreach group including the NGAP website which can be accessed from www.icao.int and the series of ICAO NGAP Regional Conferences. In fact, ACI was represented during the very successful first ICAO NGAP Regional Conference conducted in Incheon, Republic of Korea from 30 March to 1 April.


In addition, a case was made for the development of guidance material related to the airport professionals through the NGAP Task Force. ICAO agreed to facilitate this work provided that a sub-group including all stakeholders (association, service providers, industry, regulators, training and education providers, etc.) could be brought to task on this issue. This sub-group, once established, could eventually develop competency frameworks for airport professionals.

ACI Global Training supports APEX initiatives and donates 60 e-learning courses to developing nations' airports

ACI has launched the ACI Airport Excellence in Safety (APEX) initiative, a new safety advancement initiative that will ensure that airports contribute proactively to the demands of a safe and secure air transport system. As a part of the ACI Airport Excellence in Safety (APEX) initiative, ACI Africa / ACI World have organized a Safety Seminar, in broad cooperation with ICAO, which has established a special safety programme for Africa.

The ACI Global Training segment in collaboration with ACI Africa is pleased to launch its safety awareness online programmes in support of this initiative within the region. As such, **ACI will be donating sixty (60) "Safety Management Systems Awareness Online Training" licenses** which are contributed through the Developing Nations ACI Training - DNA Training® programme, free of cost to qualified candidates. This programme will allow candidates from Developing Nations' airports to be given access to an online certification programme, whom after successful completion of the online training will receive an e-certificate.

In addition, ACI Global Training provides specialized safety courses with its Global Safety Network (GSN) Diploma that brings all the knowledge and tools to airport professionals to succeed in their position. In addition to a large number of face-to-face safety courses, ACI continues to increase its online curriculum, to enable airports to reduce their costs and manage their time more efficiently.

For further information on the DNA Training® programme and to apply to the donated online course, please contact us at training@aci.aero 

42nd ACI Fund seminar hosted by Hartsfield-Jackson Atlanta International Airport for the second time

The ACI Fund worked in collaboration with CIFAL Atlanta and its host Hartsfield-Jackson Atlanta International Airport (HJAIA) to organise the 42nd Seminar on March 24-25, 2011 in Georgia, USA. The theme for this event was "Airport Security" which is a critical topic given the global events over the past decade.



The participants for this event mainly attended from Latin America and the Caribbean which comprised of a diverse group of airport managers and airport security specialists from countries such as Guyana, Cayman Islands, Ecuador, Jamaica, Brazil, Saint Maarten, Dominican Republic, Honduras, Mexico and Trinidad & Tobago.

The Hartsfield-Jackson Atlanta International Airport (HJAIA) provided many speakers showcasing different aspects and layers of their approach to airport security and the "best practices" that they utilize to effectively and seamlessly operate the "busiest airport in the world". As airports have a key role in the economic development of a country, these seminars play a role in not only addressing safety and security issues, but supports the long term goal of economic sustainability. As stated by Mr. Louis Miller, General Manager at HJAIA, "We believe cooperation and the exchange of knowledge are

essential to magnify the role of airports in the world economy... [HJAIA] in partnership with the United Nations, CIFAL Atlanta and Airports Council International has facilitated a venue for an open dialogue between public sector officials and business leaders...creating an opportunity for fruitful interaction and development of partnerships".

HJAIA is truly a remarkable example of Airport Excellence (APEX) in the industry.

During this event, participants interacted with high level officials and actively participated in group discussions with members of the Transportation Security Administration (TSA), key operations personnel at HJAIA, US Customs and Border Protection, and Delta Airlines Corporate Security.

The seminar ended with a tour of the SITA facility that provided very detailed presentations of how best to serve the airport members. SITA has been a valuable partner and sponsor of this program over the years.

After the conclusion of the seminar, one of the participants, Mr. Joseph Edwards, Deputy General Manager, Security at Piarco International Airport, Trinidad had commented that this seminar, "sensitized him to new possibilities".

We want to thank all our partners for hosting a successful seminar and we look forward to their continued collaboration. Should you qualify and wish to attend an ACI Fund Seminar, please contact us at acifund@aci.aero ✉ .



Online Learning Centre

in partnership with **ceventas**

Recently Released Safety Courses

These safety awareness courses are a must for all personnel that work on the airside and highly recommended for all airport workers!

Human Factors Awareness Training

(English and French)

This course provides participants with an introduction to the fundamental concepts of human factors and will assist them to recognize, understand and deal with human performance issues at an airport.

Cost USD 50.00

Safety Management Systems Awareness Training

This course introduces participants to the key principles and concepts of Safety Management Systems (SMS). Most Civil Aviation Authorities around the world now require all personnel working at an airport to undertake initial and recurrent SMS Awareness Training.

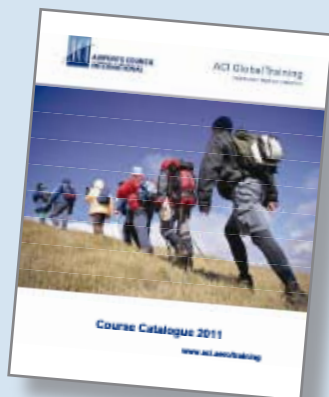
Cost USD 50.00

NEW!

ACI Global Training Course Catalogue 2011

The 2011 course catalogue gives a description of each course, who the course is designed for and the goals of each course.

Click [HERE](#) or on the image below



Coming Soon!

The Online Learning Centre is busy developing online training courses in response to member demand for standardised industry training that is high in quality, low in cost and easy to use.

Dangerous Goods Awareness Training

This course will provide Dangerous Goods Awareness Training for Ramp, Passenger Handling and Security Screening Personnel.

Estimated Release Date May 2011

Basic Airside Safety Awareness Training

Designed to be used as initial and recurrent training to ensure that all personnel have a minimum understanding of the hazards associated with working on the airside and what they need to do to preserve their own safety and the safety of others.

Estimated Release Date June 2011

Disability Awareness & Sensitivity Training

This course will provide participants with an understanding of how to respond appropriately to customers with disabilities within an airport environment.

Estimated Release Date June 2011

Certificate in Airside Operations

This new Certificate program will provide a comprehensive overview of airside operations including Airside Familiarisation, Safety, Security, Emergency Preparedness, Inspections Audits and Investigations and Environmental Management.

Estimated Release Date August 2011

For more information visit www.olec.aero or contact enrolments@olec.aero



INTERNATIONAL
AIRPORT
PROFESSIONAL



Global ACI-ICAO Airport
Management Professional
Accreditation Programme (AMPAP)

AMPAP Launches Website Redesign

Dr. Pierre Coutu, AMPAP Chief Executive, proudly announced the launch of an updated and redesigned AMPAP website at www.iap.aero.

"This website features a simple and clean design with improved navigation, better content organization and strategic uses of social web tools," said Dr. Coutu.

"Our website has become a more user-friendly destination for both prospective and current participants. It now presents more thorough information about AMPAP to first-time visitors and provides current participants with a revamped portal into their online courses and their online community forum," added Marketing and Communications Coordinator, Sandra Afeyan. AMPAP has also become more active in the social web with dynamic profiles on LinkedIn, Facebook and Twitter.



Recap: AMPAP ATS Course in Singapore



Singapore's Changi Airport Group hosted the 29th AMPAP Air Transport System course from April 21 to 28. Participants hailed from Singapore, Macau, Jordan, Cambodia and The Maldives with combined functional expertise in Operations, Commercial Development, Security, Information Technology, Corporate Strategy, Cargo and Supply Chain Management, International Affairs and Air Traffic Management. "Everyone's active participation brought about stimulating

discussion and debate throughout the week as we contemplated different perspectives of the industry and of airport functions in particular," noted Course Instructor, Mr. Jean-Marc Trottier.

Highlights from the week included a welcome reception graciously hosted by Mr. Tan Lay Teck, Executive Vice President Corporate of Changi Airport Group. Also, Mr. Lee Seow Hiang, CEO of Changi Airport Group took the time from his busy schedule to address the group about the current challenges faced by the airport. His address was complemented by a visit of the new Terminal 3, which demonstrated some of the airports various customer-service enhancements such as the cinema room, butterfly garden and computer-operated skylights.

The AMPAP Air Transport System course is offered several times per year. For scheduling/registration, click [here](http://www.iap.aero). Visit the AMPAP website for a listing of all upcoming AMPAP mandatory and elective courses www.iap.aero

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Information

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AMPAP Administrator



ACI Events 2011	
April	
5 - 8 April	ACI Asia-Pacific Regional Assembly, Conference and Exhibition 
New Delhi, India	
11 - 13 April	Airport Cities World Conference and Exhibition 
Memphis, TN, USA	
May	
9 - 11 May	4th ACI Europe Regional Airports' Forum (formerly SMAG) 
Cagliari, Italy	
June	
15 - 17 June	2nd Pan American Aviation Safety Summit 
Mexico City, Mexico	
15 - 17 June	ACI Europe 21st Annual Assembly, Congress and Exhibition 
Lisbon, Portugal	
27 - 28 June	ACI North America Small Airports Conference 
Cincinnati, OH, USA	
August	
24 - 26 August	ASQ Americas Forum
Cancun, Mexico	
September	
7 - 9 September	ASQ European Forum
Barcelona, Spain	
17 - 20 September	ACI Latin America Caribbean Annual General Assembly, Conference and Exhibition
Montego Bay, Jamaica	

24 - 26 September	ASQ Africa / Middle East / Asia Pacific Forum
Beijing, China	
October	
16 - 18 October	ACI North America 20th Annual Conference and Exhibition 
San Diego, CA, USA	
November	
21st ACI World/Africa Annual General Assembly, Conference & Exhibition (TBC)	
28 - 30 November	ACI Europe & ACI Asia-Pacific Airport Exchange 2011
Abu Dhabi	
December	
The Power of India 	
New Delhi, India (TBC)	

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See what is happening in the ACI Regions - click on the map for each region

ACI Africa **ACI Asia-Pacific** **ACI Europe**



ACI Latin America - Caribbean

ACI North America



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As the host of Airport Cities World Conference and Exhibition 2011, Memphis-Shelby County Airport Authority are pleased to invite the global airport industry to attend this two-day event.

The Conference and Exhibition will provide opportunities for all attendees to learn about important issues of the day and network with airport colleagues and stakeholders. This international event will take place in Memphis, Tennessee, USA, from 11 - 13 April, 2011.

“Major airports now serve as regional multi-modal surface-transportation nodes and as magnets for businesses, trade, information exchanges and leisure activities. As their terminals transform into shopping malls and artistic venues, airports are also spawning aviation-linked clusters of hotels; convention, trade and exhibition facilities; corporate offices; and retail complexes along with culture, entertainment and recreation centres. Air gateways, in short, have become as much commercial destinations as places of departure; they are urban realms in their own right, driving and shaping the very fabric of the new cities they are creating.” – Professor John D Kasarda, Conference Chairman, Director, Kenan Institute of Private Enterprise, University of North Carolina, USA

[Click here to download the Conference Brochure](#)

For more information please contact teresa@globalairportcities.com



www.GlobalAirportCities.com



Save the Date!

6th Aviation & Environment Summit will take place from

Wednesday 21 to Thursday 22 March 2012 in Geneva, Switzerland. More information will be available in the coming months.

For information from across the aviation industry on our environmental programmes, progress and impact, visit www.enviro.aero



21st ACI Europe Annual Assembly & Congress

15 - 17 June 2011, Lisbon, Portugal

The ACI Europe Annual Congress is firmly established as THE annual meeting place for air transport Chief Executives and industry leaders.

Addressing the most important issues facing the aviation industry, this event typically attracts over 500 senior executives from airports and airlines as well as national and European-level legislators and regulators, consultants, suppliers and the media.



20th ACI North America Annual Conference and Exhibition

16 - 19 October 2011, San Diego, CA, USA


Do you want to exhibit at the ACI North America 20th Annual Conference & Exhibition in San Diego? Click [HERE](#) for more information about becoming an exhibitor.

2nd PAN AMERICAN AVIATION SAFETY SUMMIT 2011

June 15-17 Mexico City

Working together for a safer industry



in partnership with ALTA 

2nd Pan American Aviation Safety Summit

15 - 17 June, 2011

Sheraton Maria Isabel
Mexico City

The 2nd Pan American Aviation Safety Summit 2011 will be held on June 15-17, 2011 in Mexico City, Mexico. Top level international and regional safety leaders will be in attendance. All aviation related organizations and individuals are encouraged to attend this important safety summit.

A Safety Conference with top level experts and executives from ICAO, ANAC, FAA, ACI,

Our Early Bird Registration has been extended through April 15, 2011 - Register Now and save over \$250.

ALTA, CANSO, IATA, IFALPA, IFATCA, AIRBUS, BOEING, EMBRAER, AEROMEXICO and VOLARIS Airlines, among others. The Summit will not only provide specific strategies to address the top aviation safety risk areas, but will also provide an overview of the region's safety statistics and other current RASG-PA initiatives to enhance flight safety.

Participation is open to operators (commercial, cargo, and corporate), pilot groups, regulators, airport personnel, ATC representatives and any other companies or individuals whose goal is a safer aviation industry.

www.alt.aero/safety/2011/home.php 

ACI EUROPE's
**REGIONAL
AIRPORTS'
FORUM** 
4TH ANNUAL CONFERENCE

FORMERLY
SMAG
May 9 - 11, 2011
Cagliari, Italy

ACI Europe's Regional Airports' Forum 2011

9 - 11 May
Cagliari, Sardinia, Italy

ACI Europe are pleased to invite all the regional airport industry to attend their 4th Regional Airports' Forum (formerly Small & Medium Size Airports Action Group - SMAG) Conference and Exhibition 2011. This event will be hosted by Cagliari Airport and co-located with Routes Europe

from 9 - 11 May 2011 in Cagliari, Sardinia, Italy. This event is open to all the industry, including non-Regional Airports' Forum members

The forum was created in June 2006 to better address the specific needs of the small and medium sized airports members of ACI Europe and provide them with a more visible platform to exchange knowledge, share best practices and discuss issues of common interest. The forum has grown rapidly and now has over 200 registered participants representing 115 regional airports in Europe.

Click here for more information  or contact teresa@airportconference.com 
www.aci-europe-raf.com 

Departures and Arrivals



At the end of March ACI World Geneva Office said a fond farewell to:

Coralie Ayer

Receptionist

In April ACI World Geneva Office will say a fond farewell to:

Daniela Goglia Messerli

Accounts Administrative Assistant

Caroline Knoepfel

Publications Coordinator

Luminita Stanescu

Manager Training Development

In April ACI World Montreal Office will say goodbye to:

Paul Van den Eynden

Senior Manager Airport Safety

We wish you all the best in your future endeavours.

In April, ACI World Montreal welcomes:

Paul Canniff

Communications Webmaster

Melisa Monje

Events and Global Training Registrar

Patrick Lucas

Administrator, Data Services

Movements

In April, ACI World Montreal welcomes staff moving from the ACI World Geneva office:

David Gamper

Director Safety, Technical and Administration

Arturo Garcia-Alonso

Manager Facilitation and Airport IT

Myrna Liengme

Deputy Director Administration and HR

Natalie Zulauf

Manager Member Services



Please check the ACI World website for the latest contact numbers for our staff

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