ACI World Report

July 2011

Message
from the Director General

Dear Colleagues,

The Airport Management Professional Accreditation Programme (AMPAP) is governed by a Steering Committee consisting of ACI, ICAO, two elected representatives of AMPAP alumni and the AMPAP executive. ICAO Secretary General Raymond Benjamin and I co-chair the meeting, held at least once a year to assess how the programme is meeting our objectives and to affirm or adjust its direction. ICAO's Secretary General Raymond Benjamin and I co-chaired the meeting, which we hosted in our new Montreal ACI World Headquarters offices.

AMPAP, now at the four-year mark, has set the standard for a joint initiative between ACI and ICAO. The programme counts over 500 participants from 80+ nations, with 120 participants having earned their International Airport Professional (IAP) accreditation to date. This year we will offer courses in all regions of ACI. ICAO has followed through on its commitment to in the past year in delivering fellowships to AMPAP participants from developing countries, helping to achieve the objective of making the programme accessible to all airports. The programme boasts well balanced participation from all regions and all sizes of airports.

To further broaden the accessibility of the programme, we introduced the AMPAP Associate Diploma for non-airport industry stakeholders who now comprise approximately 10% of the total number of AMPAP participants, including management staff from World Business Partners, ACI and ICAO.

AMPAP dovetails well with a new ICAO initiative, "Next Generation of Aviation Professionals," (NGAP) launched last year. NGAP's objective is to ensure that sufficient qualified aviation professionals are available to operate, manage and maintain the future international air transport system. ACI shares ICAO's vision for professional development to keep pace with the industry growth forecasts and has participated in the NGAP launch symposium, Task Force meeting in February 2011 and the NGAP/TRAINAIR regional conferences in Incheon, Marrakech and Bucharest. Our collaborations with ICAO grow ever stronger.

We also seek greater collaborations with other industry stakeholders.

In early June, I attended the IATA Annual General Meeting in Singapore marking the transition in leadership from Giovanni Bisignani, who served for 9 years, to Tony Tyler, who comes to the position from the top job at Cathay Pacific. Our initial meeting with Tony in Singapore was most productive and we are committed to exploring ways to strengthen both our voices by working together.

Message from Director General | Standing Committees | ASQ | Flash Traffic Data | ACI WAGA 2011 | Events | Publications | Magazines | Arrivals and Departures | Global Training

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ACI and IATA have a long history of close cooperation in the area of safety and security. We have also worked closely on a number of industry projects, such as, identifying the infrastructure demands for the A-380, jointly setting industry standards for common use passenger processing systems, and the environmental target-setting and awareness-raising efforts of the Air Transport Action Group (ATAG) of which we are each founding members.

The one area where ACI and IATA experience continuing friction is in regard to airport user charges, in spite of the fact that ICAO figures show user charges to be a small and stable proportion of airline operating expenses, under 4% over the past two decades. Our challenge is to educate IATA and its member carriers to recognize that airport business models have evolved considerably. Airline revenue is an ever-shrinking portion of total airport revenue, generally insufficient to cover the cost of the facilities and service to airlines. The growing source of revenue is that generated by passengers, through user charges and their purchase of services such as car parking and retail, and by airports' creative development of real estate outside of the terminal complex.   Such diversified revenue streams are used to keep airline charges low while investing in airport infrastructure to ensure that future capacity can keep pace with demand. We intend to focus more attention on greater threats, such as the proliferation of aviation taxes, often disguised as environmental taxes, but which do not get invested in projects or programmes that will reduce greenhouse gas emissions or improve the industry's ability to mitigate its adverse environmental impacts or increase capacity. We share much common ground. Let us both strive to find it.
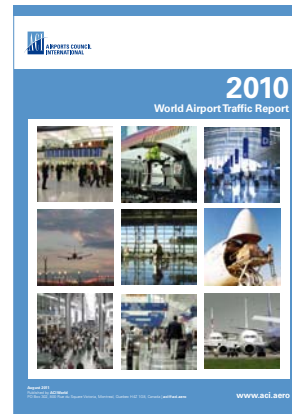
Angela Gittens
Director General, ACI World

Pre-order
Release date: 1 August 2011

Pre-order your copy of the
2010 ACI Worldwide Airport Traffic Report
Available in PDF or Excel

Airport traffic statistics and rankings for the specified calendar year in three areas: passengers, cargo (freight and mail) and aircraft movements. Individual airport entries give international terminal and domestic breakdowns.

PLEASE NOTE:
The ACI World Geneva Office is now permanently closed.

Please visit the ACI Staff page on our website
www.aci.aero   with contact details of all our current staff.

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ACI World
Standing Committees

Monthly webinars for the Security, Facilitation and Airport IT Standing Committees

Arturo Garcia-Alonso

Maintaining the interaction and the information flow between face-to-face meetings has always been one of the most important strategic challenges for the ACI World Standing Committees. In the past, this was done just by the use of email, which sometimes was not enough, as it could not provide real time interaction and opportunities for open discussions.

In April 2010, at the joint World Standing Committee meetings in Orlando, FL, the Committee members asked ACI World to leverage Information and Communication Technologies to enhance the work of the Committees between face to face meetings. As a result, ACI staff have worked hard to programme frequent webinars and conference calls for the Committees.

The 7th ACI World Security and Facilitation & Services World Standing Committees joint monthly webinar took place on 17 June, 2011, in two slots of one hour each, covering different time zones which enables high regional participation. The topics discussed were:

- World Governing Board direction on Facilitation
- Security of LAGs
- Next Generation Screening Checkpoint
- 100% Screening of persons other than passengers
- Next meeting of the ACI World Security Committee

The ACI World Airport IT Standing Committee (WAITSC) held its 8th webinar on 29-30 June 2011, in two slots to warrantee high regional participation. The following issues were covered:

- Action items from WAITSC last meeting in Stockholm
  - o ACRIS RP approval
  - o Common Use Working Group interaction
  - o Mobile phone applications and flow management technologies
  - o White Paper on Airport IT standards
- Preparation of the agenda and topics for the next WAITSC meeting
- Airport IT Trends 2011 Survey
- Agenda for Airport Exchange conference in Abu Dhabi

In addition, there was a specific webinar organised for the ACRIS WG on 16 June 2011, to discuss the project plan for the development of an ACRIS web-service to exchange Airport CDM information.

The member participation on these webinars has been very high, and the feedback received from Committee members has been very positive, with sustained productivity and outcomes.

For more information on the ACI World Security, Facilitation and Airport IT webinars, please contact agarcia-alonso@aci.aero✉

ASQ Survey
Passenger satisfaction benchmarking

ASQ Survey is the world's leading airport customer satisfaction benchmark programme with over 220 airports participating. It provides the most authoritative and extensive analysis of airport service performance available today.

ASQ Performance
Benchmarking passenger waiting times

ASQ Performance measures passenger processing times using 16 key performance indicators such as "waiting time at check-in" and "delivery of first bag / last bag". ASQ Performance allows airport management to accurately pinpoint under performance, bottlenecks and over-performance.

ASQ Assured
Airport certification

ASQ Assured is a quality management certification designed for airports. It helps airports meet the challenge of managing service quality by recognizing the initiatives and processes in place. Certified airports benefit from industry recognition as well as an independent audit and report on their processes.

ASQ Management
Advisory services

ASQ Management provides support and advisory services for airports wishing to improve their quality of service. Advisory projects range from supporting airports looking to achieve the ASQ Assured certification to assistance in implementing best practice throughout the airport.

To find out more about the ASQ Forums and to read the brochures, click on the links following:

**24 - 26 August
ASQ Americas Forum**
in Cancun, Mexico
Also Download this brochure in Spanish

**7 - 9 September
ASQ European Forum**
in Barcelona, Spain
Also download this brochure in Spanish

**21 - 23 September
ASQ Africa / Middle East / Asia Pacific Forum**
in   Beijing, China

www.airportservicequality.aero

The **ASQ Survey Programme** would like to extend a warm welcome to:

Tianjin Binhai International Airport and
Guizhou Longdongboa International Airport
of the Beijing Airports group

PaxFlash *and* FreightFlash
May 2011

May passenger growth strong, freight down slightly

Montreal, 5 July 2011 – Worldwide passenger traffic grew significantly in May. Total passenger numbers were up worldwide 6.6 per cent propelled by strong international demand across all regions with the exception of Africa (-16.5%), where key markets such as Egypt continue to feel the impact of the uprisings in several North African countries.

International traffic in Asia-Pacific expanded by 9.8 per cent, a very positive result even against the background of continued declines at Japanese airports following the earthquake and tsunami in March. Europe overall passenger numbers increased by 8 per cent as Turkey, Spain, Russia and Northern European countries generated significant growth.

Latin America-Caribbean registered the fastest growth rate at 15.3 per cent driven by very strong domestic demand in Brazil. Overall growth of 5.1 per cent in North America was helped by a 7.8 per cent expansion in international traffic. Results in the Middle East (+6.7%) were subdued by declining traffic in Bahrain.

Air freight volumes declined slightly, with international freight down 2.5 per cent and domestic freight down 0.4 per cent. The Latin America-Caribbean region, however, showed strong growth, up 14.8 per cent. Closer analysis showed this number driven by a surge in growth at Brazilian airports, with Sao Paulo (GRU) up 33 per cent and Rio (GIG) up nearly 32 per cent. Europe was the only other region in positive territory at 0.3 per cent. The Asia-Pacific region was down 5 per cent, with Hong Kong, Taipei and Seoul Incheon all declining by double digits.

Summary Worldwide Traffic Results, May 2011 (% change)

	May 2011 over May 2010	Year to date 2011	12 month rolling year
PaxFlash			
International passenger	7.4	8.5	8.5
Domestic passenger	5.7	4.5	5.0
Total passenger	**6.6**	**6.5**	**6.8**
FreightFlash			
International freight	-2.5	3.6	10.3
Domestic freight	-0.4	1.6	3.4
Total freight	**-1.9**	**3.1**	**8.2**

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

ACI World's Economics Director Andreas Schimm commented, "We are encouraged by the continuing strong growth trend in passenger traffic. The decline in freight traffic is small in percentage terms and should be temporary as the corresponding period in 2010 represented the peak of the recovery. Most recent forecasts from the IMF predict robust GDP and trade volume growth in excess of 4 per cent. Passenger and freight growth are expected to remain well above that figure for the remainder of 2011."

Click **HERE** to read the Full PaxFlash and FreightFlash Press Release

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

ACI WAGA 2011

ACI WORLD/AFRICA ANNUAL GENERAL ASSEMBLY, CONFERENCE & EXHIBITION
MARRAKECH, MOROCCO – OCTOBER 31–NOVEMBER 2

'Forward to Basics - How resilient is your business?'

The theme of this year's conference has been chosen to meet the concerns of our industry as we emerge from a downward cycle in many regions to another expansion mode. The conference will investigate the economics, safety and customer service facets of business resilience so critical to ACI members' worldwide. Two workshops will examine emergency preparedness and non-aeronautical revenues in more detail.

Conference Registration
Click here to download the **Conference Registration form**

Hotels
Click here to download the reservation form for the **Palmarais Golf Palace**

Alternate Hotel: Click here to download the reservation form for the **Ibis Palmerais**

Palmeraie Hotels and Resort, Marrakesh

Exhibition
Of particular interest to our ACI Business Partners, this extraordinary complex offers 1500 m2 of exhibition space adjacent to the conference hall. It will comfortably accommodate up to 40 international exhibitors showcasing their latest innovations, products and services to the approximately 500 event delegates expected to attend.
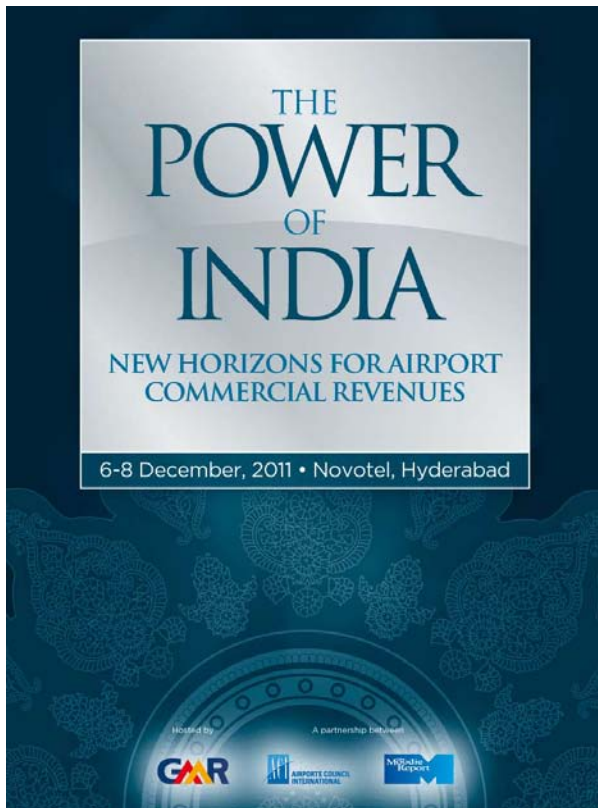
Download the exhibition flyer

Please **visit our website** for the most up-to-date information for this event.

COMING SOON - Event Programme. For further information or questions please contact Nathalie Zulauf at nzulauf@aci.aero .

Official Host

THE POWER OF INDIA
NEW HORIZONS FOR AIRPORT COMMERCIAL REVENUES
6-8 December, 2011 • Novotel, Hyderabad

The Power of India
6-8 December
Hyderabad, India

'The Power of India' is a joint venture between Airports Council International and The Moodie Report – already partners in the industry's leading airport revenues conference, The Trinity Forum.

Some of India's most powerful figures in the aviation and travel retail sectors will address the country's biggest-ever airport commercial revenues conference this December.

Hosted by powerful infrastructure giant GMR, which operates Delhi Indira Gandhi International Airport and Rajiv Gandhi International Airport in Hyderabad, the event will be held at the Novotel.

COMING SOON! Check our website for the Registration and Hotel information ⊕

ACI Events 2011
August
24 - 26 **August** **ASQ Americas Forum**⊕ Cancun, Mexico
29 **August -** 1 **September** **ACI North America Public Safety & Security Fall Conference**⊕ Arlington, VA, USA
September
7 - 9 **September** **ASQ European Forum**⊕ Barcelona, Spain
17 - 20 **September** **20th ACI Latin America Caribbean Annual General Assembly, Conference and Exhibition**⊕ Montego Bay, Jamaica
21 - 23 **September** **ASQ Africa / Middle East / Asia Pacific Forum**⊕ Beijing, China
October
16 - 18 **October** **20th ACI North America Annual Conference and Exhibition**⊕, San Diego, CA, USA
31 **October -** 2 **November** **21st ACI World/Africa Annual General Assembly, Conference & Exhibition**⊕ Marrakech, Morocco
November
7 - 10 **November** **ACI North America Concessions Conference**⊕ Atlanta, GA, USA
28 - 30 **November** **ACI Europe & ACI Asia-Pacific Airport Exchange 2011**⊕ Abu Dhabi, U.A.E.

December
6 - 8 **December**   **The Power of India**   Hyderabad, India
ACI Events 2012
January
11 - 13 **January**   **ACI North America Insurance and Risk Management Conference**   New Orleans, USA
12 - 14 January   **6th ACI Asia-Pacific Human Resources Best Practice Seminar**   Harbin, China
21 - 28 **January**   **ACI North America Air Service Data & Media Relations Conference**   Long Beach, USA
March
7 - 9 **March**   **Airport Economics & Finance Conference**   London, UK
21 - 22 **March**   **6th Aviation and Environment Summit**   Geneva, Switzerland
26 - 29 **March**   **ACI North America Public Safety & Security Conference**   **ACI North America Business Information Technology Conference**   Vancouver, Canada
April
15 - 19 **April**   **ACI North America Operations & Technical Affairs Conference**   **ACI North America Environmental Affairs Conference**   Las Vegas, Nevada

23 - 25 **April**   **21st ACI Europe Airport Trading Conference and Exhibition**   Oslo, Norway
May
22 - 25 **May**   **7th ACI Asia Pacific Regional Assembly, Conference & Exhibition**   Singapore
September
9 - 12 **September**   **22nd ACI World / ACI North America Conference & Exhibition**   Calgary, Canada
November
12 - 14 **November**   **ACI North America Airport Concessions Conference**   Denver, CO, USA

www.aci.aero/events

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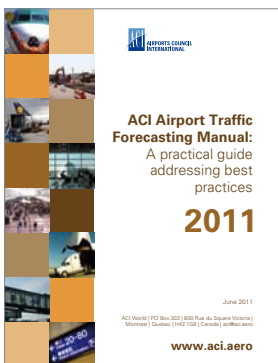Publications
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New Publications

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**ACI Q1 2011 Quarterly
Traffic Bulletin**

The ACI Quarterly Traffic
Bulletin is now available
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from the **ACI Data
Centre**

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Download***
**ACI Airport Traffic
Forecasting Manual:
a practical guide
addressing best
practice**

**ACI Airport Traffic
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June 2011

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Airports: Budapest and Madrid
Special report: Cargo security
Plus: Airport design & movie matters

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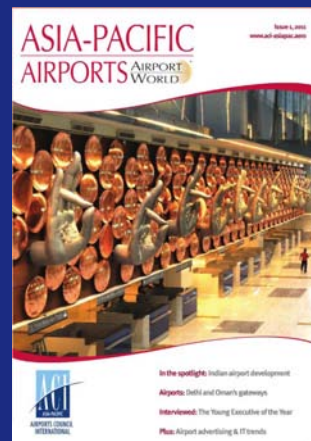
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In the spotlight: Indian airport development
Airports: Delhi and Oman's gateways
Special report: The Young Executive of the Year
Plus: Airport advertising and IT trends

Departures and Arrivals ✈ ↗

Farewell from Nancy Gautier, Director Communications

At the end of June I left ACI World as a full time employee, having opted to remain in the Geneva area, and I will greatly miss seeing the growth of our newly established office in Montreal. During my six years at ACI, I have witnessed many industry ups and downs, and I marvel at the resilience demonstrated by airports worldwide. Our industry's bounce-back capability is not pure luck, but the result of ever growing airport entrepreneurship and creative problem solving. It has been achieved as well with the support of ACI, both ACI World and ACI Regions, to strengthen your airport voice in national, regional and international forums and give you the benchmarking and measurement tools you need. I have been proud to be a member of this successful industry team.

My job brought me in contact with airport representatives and World Business Partners in all regions, and I have enjoyed those contacts immensely, learning from you and the many exchanges we have had. I have tried to use that knowledge to help others to better understand our airport perspectives and initiatives, and hopefully along the way I have added value to your ACI worldwide membership. I now leave you in good hands with the new team in Montreal. You will be hearing more from the new team in the coming months, so give them your full support and continue to share your excellent ideas and suggestions with them as you have with us!

I have discovered in my almost 13 years in aviation that one never really leaves the aviation family.

You keep running into past colleagues, and new projects keep springing up, often ones that may tempt you back into the business. So with that happy thought, I say "au revoir et à bientôt mes amis" which translated means that I hope to see many of you in the future!

Nancy Gautier

At the end of July ACI World Geneva Office will say a fond farewell to:

Romeo Matutina
Administrator Membership Data

Humanitarian Relief Fund

AAAE/ACI HUMANITARIAN RELIEF PROGRAM

PLEASE continue donate now to help our colleagues by **clicking here** ⌐.

Visit the ACI Regions websites - click on the map for each region

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

ACI Latin America - Caribbean   **ACI North America**

ACI Global Training

ACI Global Training Welcomes Captain Daniel Maurino as a New Instructor of SMS
Suzanne Acton-Gervais
Manager, Global Training

As the Manager, Global Training responsible for ACI's Safety course portfolio, it is very important to me to recruit the best instructors, those with the right experience and qualifications, to deliver the ACI curriculum to our members.

We are always seeking the brightest and best in the industry to develop and deliver top quality courses on behalf of ACI. This is why it is with great pleasure that ACI Global Training announces the recruitment of Captain Daniel Maurino as instructor for Safety Management Systems Implementation.

Captain Maurino's areas of experience and specialization include: safety management, including both State Safety Programme (SSP) and safety management systems (SMS) and Human Factors in aviation operations.

Maurino is the author of the ICAO Human Factors Training Manual (Doc 9683) as well as of the ICAO Safety Management Manual (Doc 9859), in its current, second version.

Captain Daniel Maurino is a safety advisor to the ICAO Technical Cooperation Bureau. He also advises both the Spanish and the Argentine Civil Aviation Authorities on the implementation of the State Safety Programme (SSP) as well as in matters regarding safety management systems (SMS) implementation in flight operations, air traffic services and aerodromes.

Captain Maurino will be the instructor for the upcoming Airport Safety Management Systems Implementation course in Panama.

3 - 5 October 2011
Implementación Del Sistema de Administración de Seguridad Aeroportuaria
This course will be delivered in Spanish

We sincerely hope you can join us in Panama to learn from this SMS pioneer. You will not want to miss this opportunity! For more information on the upcoming course please click **HERE**

Read Captain Maurino's full biography in **Spanish** or **English**

Airport Environmental Management: Going Green
John Webster
Manager, Global Training

Airports play a leadership role in our communities in providing the strategic framework for responsible economic development while balancing social and environmental issues to achieve sustainability in an ever changing industry.

As custodians of considerable physical infrastructures as well as having oversight over significant resources, airports have made commitments to their stakeholders in shaping their vision for the future to address how to meet the capacity requirements of the 21st century and mitigate the risks associated with such large scale growth.

Examples of visionary airport leaders, such as Narita, BAA and Hamburg to name a few have formulated an eco-airport master plan to study and measure the impact of their operations on the environment and how to be socially responsible in reducing consumption of materials that lead to 'pollutants' and create a greener environment for future generations. One of the main focuses of these initiatives is to build interactive partnerships with local communities, customers, employees, airlines, government, local authorities, regulators and the aviation industry as a whole.

In keeping with this initiative, ACI Global Training wishes to do its part in promoting awareness and helping airports to address their own environmental issues with implementable and relevant proactive measures. Currently, ACI has seven online training modules on Airport Environment Management that will enable airports to better understand the principles of sustainable development and environmental management. It covers the key environmental impacts associated with airport operations and growth, the benefits gained from effective environmental management and the essential elements of implementing an Environmental Management System at your airport. The student receives a certificate after successful completion of each of the following modules listed below:

1. Airport Environmental Management and Sustainable Development
2. Noise Management and Community Relations

3. Local Air Quality (LAQ)
4. Climate Change and Greenhouse Gas Management
5. Resource Management
6. Waste Management
7. Implementing an Environmental Management System (EMS)

The Airport Environmental Management course is an AMPAP elective and participants have a choice of either attending the classroom sessions or completing this course online over eight weeks which entails successful completion of the online modules in addition to individual and group assignments being completed via the internet.

We want to congratulate our recent participants who have just successfully completed this course in March 2011. We look forward to those attendees who will be starting the online AMPAP course in September 2011 to meet the requirements for AMPAP programme for graduation at the WAGA conference in Marrakech, Morocco.

For more details on this programme, please visit us at:

www.aci.aero/training🖰
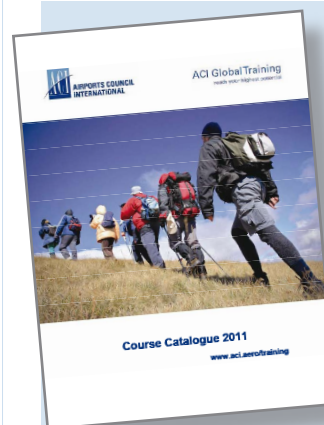
ACI Global Training Course Catalogue 2011
The 2011 course catalogue gives a description of each course, who the course is designed for and the goals of each course.

Click HERE🖰 to view

Global Safety Network (GSN)
Specialist Training for Airport Operations and Safety Personnel
Suzanne Acton-Gervais
Manager, Global Training

Since the launch of The ACI Global Safety Network (GSN) training programme in 2006, almost 1,000 Operational, Safety and Emergency Planning Managers from airports spanning the globe have attended the very popular five day Courses.

Every delegate who completes each Module receives an ACI Certificate and upon completion of all three core Modules they receive the coveted ACI Diploma in Airport Safety Management – a "trophy" which is proudly displayed in many

GSN Graduate: Nauris Klauza, Airside Safety Training Manager, Riga International Airport receiving his GSN Diploma in Kuala Lumpur in April 2011

airport managers offices throughout the world!

The 3 core modules are :
  GSN 1 – Safety Management Systems
  GSN 2 – Airfield Operations and Safety
  GSN 3 – Emergency Planning and Crisis
      Management

The three modules have become recognized as essential 'core' training for Airport Operational staff, providing the foundation for Airports to gain and maintain Certification through a team

of qualified operational personnel who not only have a working knowledge of ICAO Standards and Recommended Practices but are able to respond to incidents with confidence.

Over the six years since their introduction, each of the modules have been updated to take account of changes to ICAO SARPs and the 'hands on' experience of ACI Airport Operators.

The modules are well known for their highly visual Case Studies which examine in fascinating detail the key learning points for airports and regulators following accidents and incidents around the world and how these lessons can be implemented in practical terms through the airports SMS.

During each of the modules delegates are also able to view at close quarters the operations of the host airports. This may include visits to ATC Towers, Fire Stations, Driver Training Units and Crisis Management Centres.

All of the Instructors on the GSN courses are Senior Operational Managers who have extensive experience of implementing safety management systems and managing serious incidents/accidents at small, medium and large airports throughout the world. As such the facilitation of discussion between delegates and sharing of information is one of the many features which have made the courses a huge success.

In 2012 the GSN programme will be expanded to cover:
  Module 4 – Working with Annex 14
  Module 5 – Advanced SMS
  Module 6 - Aerodrome Safety Compliance
      and Auditing.

To book or for further information please contact: sacton-gervais@aci.aero ✉

Online Learning Centre
in partnership with ceVentas

The Online Learning Centre has launched its' new website - take a look now!

ACI Fund for Developing Nations' Airports

Security Preparedness for Mega Events
Rio de Janeiro, Brazil
15 - 16 August 2011

The ACI Fund is organizing its 44th training seminar together with the United Nations Institute for Training and Research (UNITAR) and CIFAL ATLANTA. The theme of this by-invitation only seminar is "Security Preparedness for Mega Events" and it will be held in Rio de Janeiro, Brazil on 15-16 August 2011. For more information on this contact acifund@aci.aero ✉

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We specialize in providing a broad range of industry standard online training courses designed to help airports deliver high quality training through a fully managed e-learning solution quickly, easily and cost effectively.

www.olc.aero 🖰

The 2011 Global Training course calendar - click **HERE** 🖰 or on the image below

The 2012 ACI Global Training Calendar Coming Soon

The 2012 ACI Global Training Calendar is going to be released the last week of the September 2011 so that organizations can prepare well in advance the training for their employees.

INTERNATIONAL AIRPORT PROFESSIONAL

AMPAP at ACI Europe's Regional Airports' Forum

Drawing on her experience as Director of Operations & Educational Technology at AMPAP, Kristina Schneider spoke alongside fellow industry colleagues during the "Leadership/ Human Capital" workshop of the ACI Europe Regional Airports' Forum. This event, which took place from 9 - 11 May in Cagliari, Italy, allowed AMPAP to reinforce one of its guiding principles: Globally-networked learning yields high returns.

Ms. Schneider emphasized that every organization must focus on aligning its plans for growth with a strategy for diversified professional development and talent training that spans all levels of its management.

ACI Europe's Regional Airports' Forum marked the region's 4th assembly dedicated to regional airports. As an evolution of the previous SMAG conference (Small and Medium Sized Airport Action Group), the purpose of this forum remains the same: to better address the specific needs of ACI Europe's regional airport members, and to provide them with a more visible platform on which to exchange knowledge, share best practices and discuss issues of common interest.

Left to right: Ned Macesic, VP Airport Business Development, SITA; Lorenzo Belicchi, Airport Sales Director, SITA; Kristina Schneider, Director, Operations & Educational Technology, AMPAP; Kevin Caron, Assistant Director, Global Training, ACI World

AMPAP ATS Gateway Course in Male, Maldives *an inside look at airports enabling tourism*

The 34th offering of the AMPAP gateway course, Air Transport Systems, was hosted by the Maldives Airport Company in Male, Maldives 26 - 30 June. Participating in the class were managers with experience in several Maldivian airports, two large Indian airports, the Malaysian airports company and Berlin. Jean-Marc Trottier of Aviation Strategies International was the course leader, assisted by Paul Behnke, ACI's Senior Business Advisor, Wasim Zaidi (air and space law expert), and recent AMPAP graduate Sulaiman Zainal Abidin of Singapore Changi Airport.

Mr Trottier commented on the unique nature of this class: "This is the first time we have been

Participants at the ATS course in Male, Maldives

hosted by an airport at which over 80% of the passengers are tourists. Male International Airport serves as gateway to dozens of resorts on islands accessible only by seaplane or boat. As a result, Male has more seaplane operations than any other ACI member and operates a hub and spoke system which moves passengers from air plane to seaplane (and back), presenting

special logistical challenges. We learned a great deal about the specific nature of operations at Male and of the intense competition within the international market for tourist destinations. As is often the case, the course delivery team departed appreciating the inside look at another important sub-sector of our complex industry."

The class benefited as well from a detailed briefing on the development plans for the airport from Andrew Harrison, CEO of Male International Airport, who described the changing passenger demographics with increasing numbers of tourists arriving from China on two Chinese carriers which recently began to serve Male.

The AMPAP Air Transport System gateway course is offered several times per year. For scheduling and registration, click here⌐.

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