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الهيئة العامة للطيران المدني  
CIVIL AVIATION AUTHORITY  
قطر QATAR

دولة قطر  
State of Qatar



# ICAO Facilitation Conference

Doha, Qatar, 14 – 17 April 2025



## Session 3

# Passenger Experience

## Moderator

**Angel-Luis Arias**

**Representative of Spain on ICAO Council**

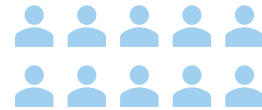


14<sup>th</sup> April

## ICAO STRATEGIC PLAN 2050



### Passengers



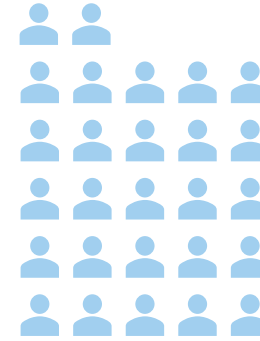
4.6 B

Passengers



2024

2.7x



12.4 B

Passengers

2050

**Great challenges  
to face !!**

**Need to improve the  
passenger experience!!**

# Panel Focus



1. Address **critical facilitation issues and strategies** for optimizing **airport capacities and services**
2. Examine the **overall passenger experience** throughout their journey.
3. Comment **innovative approaches and best practices** that can be implemented globally to ensure efficiency, safety, and comfort of passengers in international air travel.

## Key discussion points



### TOPICS

- 1. Role of Aircraft Operators and Airport Authorities in Facilitating Clearance and Service Operations**
- 2. Enhancing the Experience of the Passenger throughout their Journey**
- 3. Managing Unruly Passengers Behavior**
- 4. Innovations and Future Trends in and Air Traffic Flow Management**



# Questions & Answers

## 1. Role of Aircraft Operators and Airport Authorities in Facilitating Clearance and Service Operations



## 2. Enhancing the Experience of the Passenger throughout their Journey

### Questions & Answers



*Golden age of air transport .....*

# Questions & Answers

## 3. Managing Unruly Passengers Behavior





## 4. Innovations and Future Trends in and Air Traffic Flow Management

# Questions & Answers





## Questions & Answers

### ICAO,s Role beyond Annex 9 of Facilitation?





# Questions & Answers

# Audience



# Wrap-up and conclusions



***“Working together to shape a more efficient, passenger-friendly aviation industry”***

- 1. Regulatory and Industry Collaboration with All Stakeholders is Essential for Seamless Passenger Facilitation**
- 2. Technology and Digital Transformation are Key to Improve Passenger Experience while Maintaining Regulatory Compliance**
- 3. Passenger-centric Approach Drives Success: must Drive Decision-making, Ensuring that Air Travel Remains Safe, Efficient, Pleasant And Seamless.**
- 4. Proactive Strategies to Manage Unruly Passenger Behaviour and Enhance Enforcement Mechanisms**
- 5. ICAO’s Role: the Need to Go Beyond Annex 9**



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# Thank You

