



International Civil Aviation Organization

INFORMATION PAPER

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FACILITATION PANEL (FALP)

SEVENTH MEETING

Montréal, 22-26 October 2012

Agenda Item 6: Other Matters

**AIRPORTS RESOLVE TO SAFEGUARD THE INTERESTS OF THE
TRAVELLING PUBLIC**

(Presented by Airports Council International (ACI))

1. INTRODUCTION

1.1 At the 22nd ACI World General Assembly in Calgary, Alberta, Canada, the world's airports unanimously supported a resolution towards:

- a) Developing and implementing a strategy to address these issues with regulators and other aviation partners;
- b) Working with ICAO to review existing passenger protection policies globally with the aim of establishing minimum standards;
- c) Establishing recommended practices and guidance material to help airports to coordinate with aviation stakeholders to better prepare for periods of flight disruption or irregular operation; and
- d) Promoting the adoption of Airport Collaborative Decision Making (A-CDM) solutions to help aviation partners to optimize their operation and to resolve disruptions and other impacts from events or incidents.

2. DISCUSSION

2.1 As a reference and for information, the Resolution is presented as an Annex.

2.2 ACI would like to work with the ICAO Facilitation Panel to implement this resolution, in conjunction and coordination with the ICAO Facilitation strategy and future direction for 2014-2019.

ANNEX 1

Airports Resolve To safeguard the interests of the Travelling Public

The 22nd ACI World General Assembly:

Noting that passengers have an expectation to receive good levels of service when using airports and that airports view service quality as a core value in airport management;

Noting that the efficient facilitation of passengers through airports is essential particularly since the number of passengers traveling globally is expected to double to 10 Billion per annum by 2029;

Noting that ACI launched the Airport Service Quality (ASQ) Programme in 2006 with the aim of enhancing the services provided to passengers at airports and that continuous incremental improvement in Passenger Satisfaction levels had been observed in each year since.

Noting that the business and operational practices of airlines and other stakeholders are changing and that these can have unintended consequences on passenger facilitation and customer satisfaction.

Noting that particularly during periods of protracted flight disruption, irregular operation or abrupt cessations due to bankruptcy, airlines are often unable to make the necessary and appropriate arrangements for the immediate needs and welfare of the passengers or the timely continuation of their journey (often due to a shortage of staff, resources and seats on flights).

Noting that often there is a lack of timely and accurate information provided by the airline to its affected passengers, resulting in confusion and anxiety.

Noting that airports are often left to deal with the problems of stranded and disgruntled passengers.

Resolves that ACI should safeguard the interests of the traveling public by charging the Director General with:

1. Developing and implementing a strategy to address these issues with regulators and other aviation partners;
2. Working with ICAO to review existing passenger protection policies globally with the aim of establishing minimum standards
3. Establishing recommended practices and guidance material to help airports to coordinate with aviation stakeholders to better prepare for periods of flight disruption or irregular operation; and
4. Promoting the adoption of Airport Collaborative Decision Making (A-CDM) solutions to help aviation partners to optimize their operation and to resolve disruptions and other impacts from events or incidents.

— END —