



GACS Airports Panel

“Global Expansion of Airports: New Initiatives in Airport Operations”

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Biggest Challenges associated with Airport Operations

- Different departments operating with different information (and sources)
- Lack of communication and coordination among departments
- Timely and effective response to irregular operations or process changes
- Inconsistent passenger experience throughout the airport
- Operational and information systems not integrated to provide a “single source of truth”
- How to cope with future demand and limited capacity



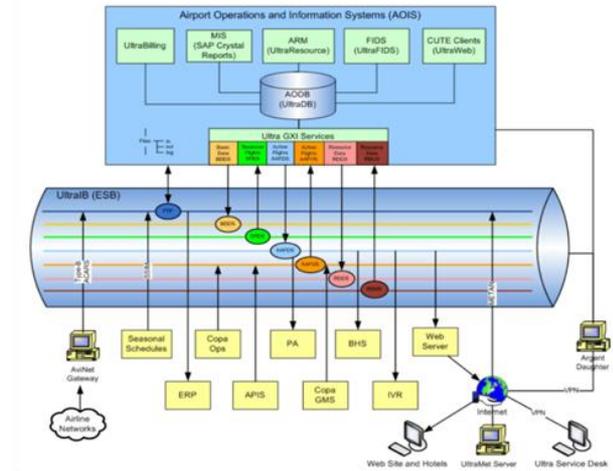
New technologies for Airport Operations

Airport Operational and Information Systems (AOIS)

An integrated suite of systems



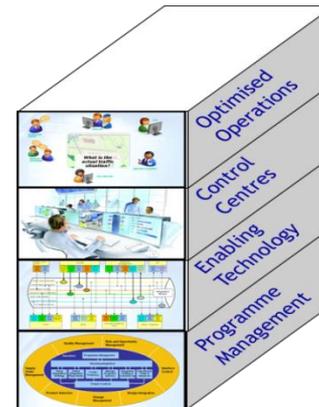
Integration with Enterprise Service Bus (ESB)



Airport Collaborative Decision Making Tool (ACDM)

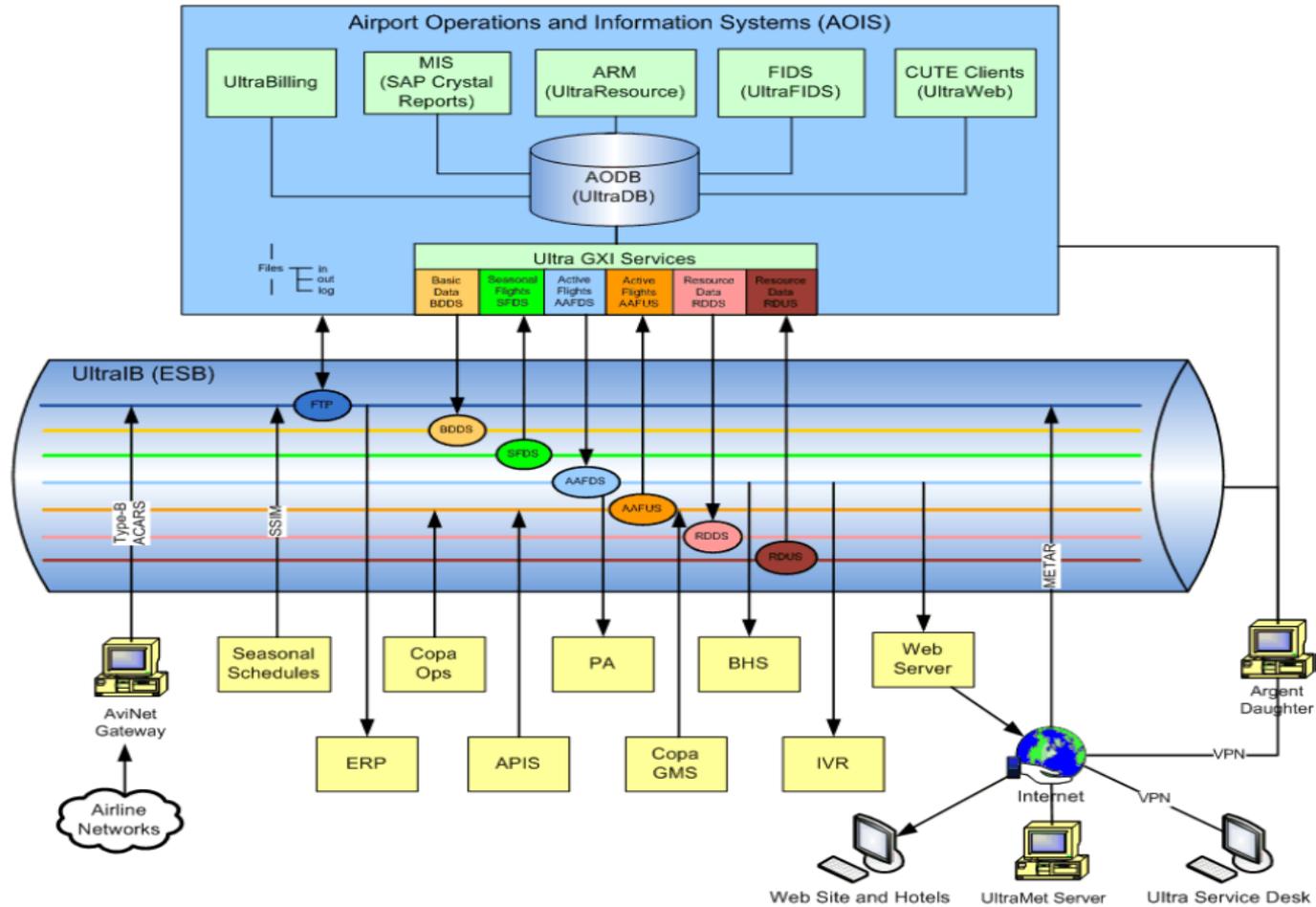


Airport Operations Control Center (AOCC)

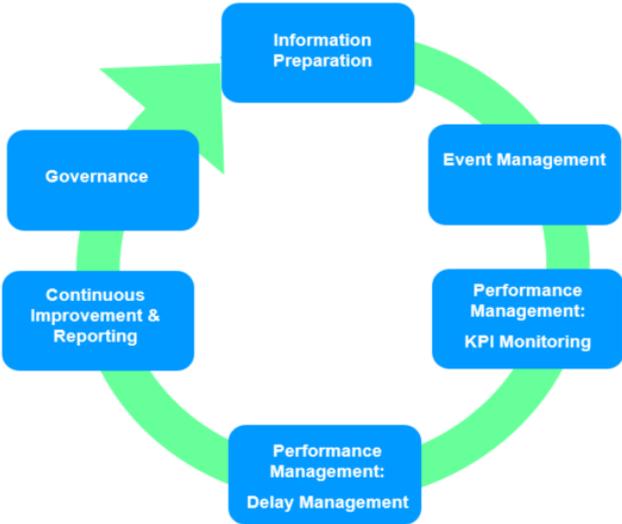
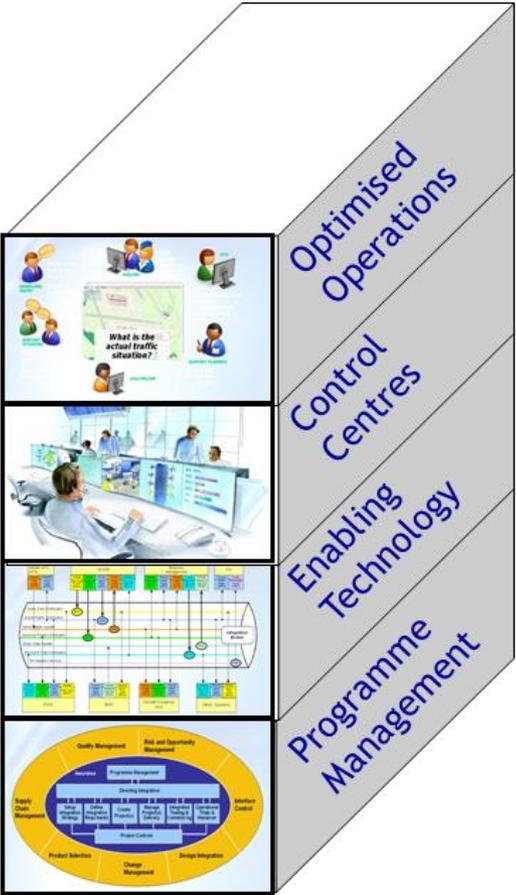


Real time and accurate information between stakeholders is the key

INTEGRATION TECHNOLOGY & OPERATIONAL CONTROL STRATEGIES: ESB



Real time and accurate information between stakeholders is the key **AIRPORT OPERATION CONTROL CENTRE**



How can/should States, airport authorities, airport operators, industry and other stakeholders enhance their cooperation to achieve best results?

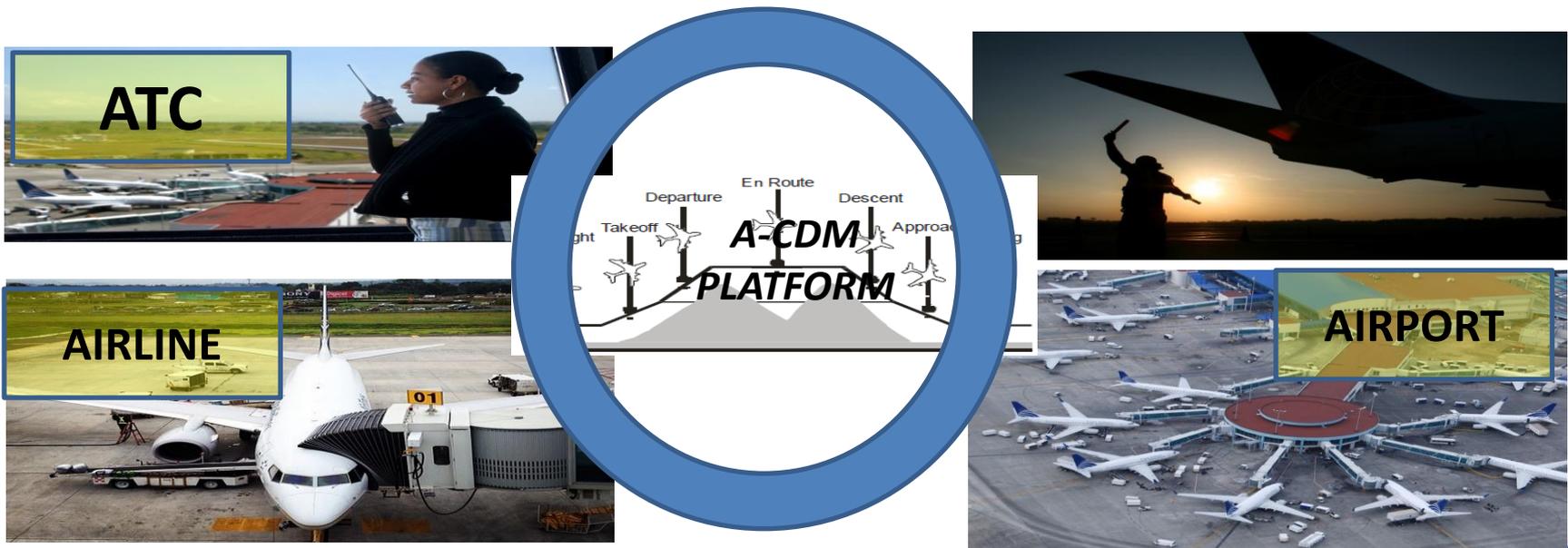
Review current procedures and technologies utilized among key department (stakeholders)

Achieve consensus on what KPIs should be measured and what success looks like
Specify desired KPIs (eg; aircraft turn times, lost bags, on-time departures)

Procure, implement and integrate systems that enable these KPIs

Monitor operational results and demand continuous improvements

Maximize number of and degree to which systems are integrated to ensure technology enables growth of airport, airlines and best passenger experience



What does this mean for Tocumen-Panama?

- Primarily ensuring the systems will meet the future capacity of the continually growing airport and airline operations
- Implementation of modern, scalable technology of “World Class” standards
- Accommodate growth of Copa and other airlines
- Ensure a consistent passenger experience through the airport
- Sharing of information and collaborative decision making across multiple departments
- Accountability for reliable, highly available services (no downtime!)
- Extension of services to other Panama airports
- [South Terminal](#)

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PLAN MAESTRO FASE IV

62 Operaciones / hr

2015 - 2025

MUELLE SUR 2014

Thank You

