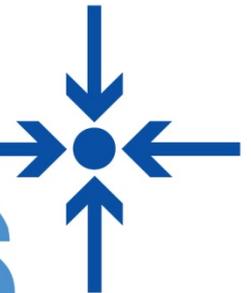


ICAO/McGill Pre-Assembly Symposium  
Montreal, Quebec  
21 September 2013

Craig Bradbrook  
Deputy Director General  
ACI World

**Passengers**

YOUR AIRPORT.YOUR NEEDS.





**ACI promotes the interests of the world's airports and the communities they serve, promotes professional excellence in airport management and operations and seeks to safeguard the interests of the travelling public.**



## OVERVIEW

- Role of airports
- Challenges airports face during flight disruption
- ACI's PassengersPlus initiative

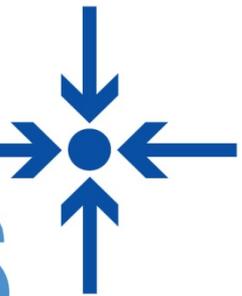
## ROLE OF AIRPORTS

Simply put airports are in the business of managing flows

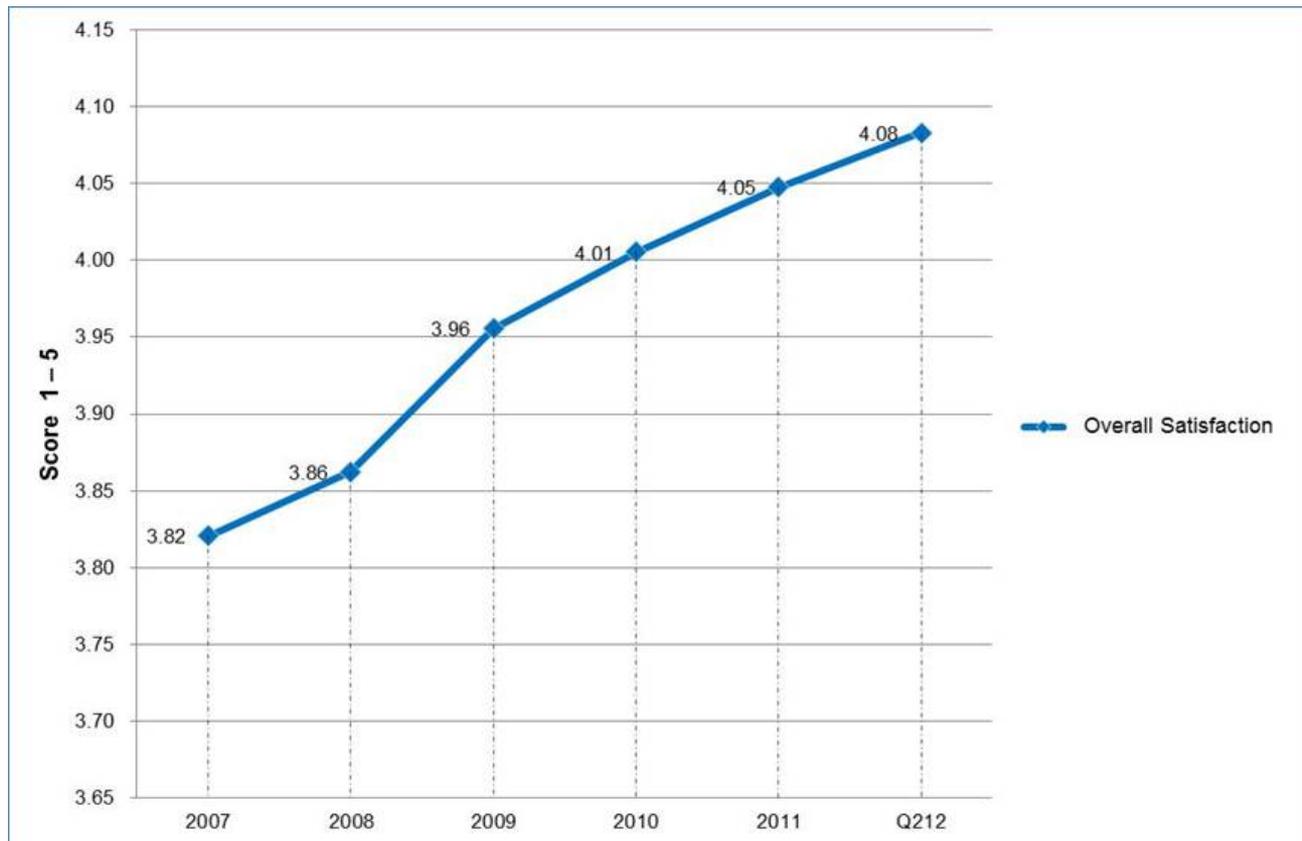
- Aircraft
- People
- Baggage
- Cargo and mail
- Supplies
- Information

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## INDUSTRY AVERAGE PASSENGER SATISFACTION 5 YEAR TREND



## OPPORTUNITIES FOR IMPROVEMENT

- Stakeholders
  - need to work together
  - share information in real time
- Re-engineer our processes
  - make our security processes more intelligent
  - risk based security
- Screening Technology
  - Advanced cabin baggage screening system
  - Security scanners
- Airport – Collaborative Decision Making (A-CDM)

## SELF SERVICE BAG DROP



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## CHALLENGES DURING FLIGHT DISRUPTION

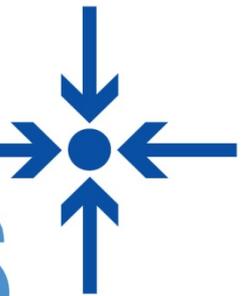


# CHALLENGES DURING FLIGHT DISRUPTION

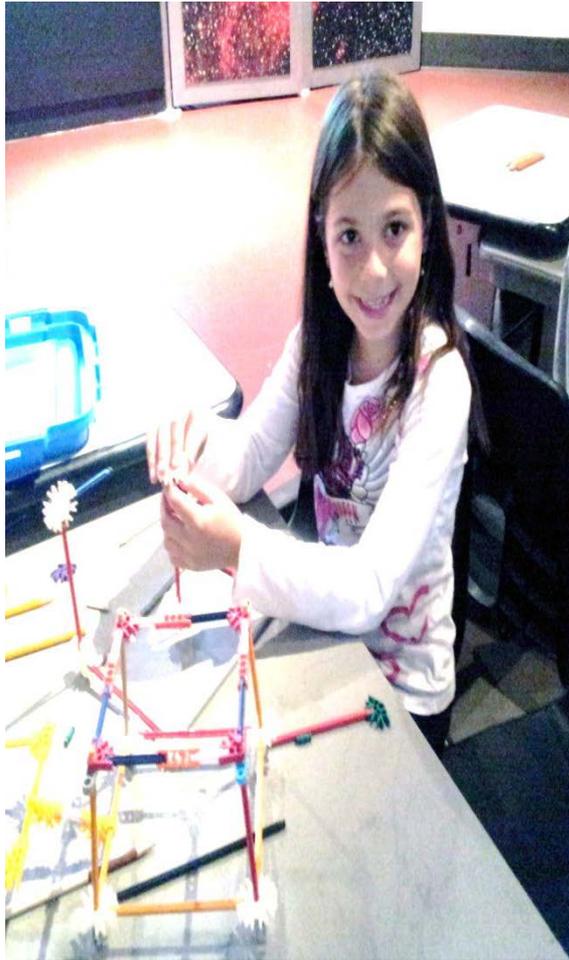


# Passengers

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# PassengersPlus SHOWCASES AIRPORTS PLACING PASSENGERS FIRST



# LAUNCH OF THE PassengersPlus SITE



The voice of the world's airports



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[PassengersPlus Initiative](#) | [Videos](#) | [Passenger Testimonials](#)



## PASSENGERSPLUS INITIATIVE

PassengersPlus is a worldwide airport community that celebrates the very best examples of airports putting passengers first.

PassengersPlus encourages passengers to share their experiences of receiving or witnessing exemplary airport service under conditions of regular and irregular operations.

Tell us your story.

TELL US ABOUT YOUR INITIATIVE 

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Want to share a great experience you had as a passenger?

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