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SECURITY & FACILITATION



# The Integration of Brazilian Border Control Agencies: The National Airport Authorities Commission (CONAERO)

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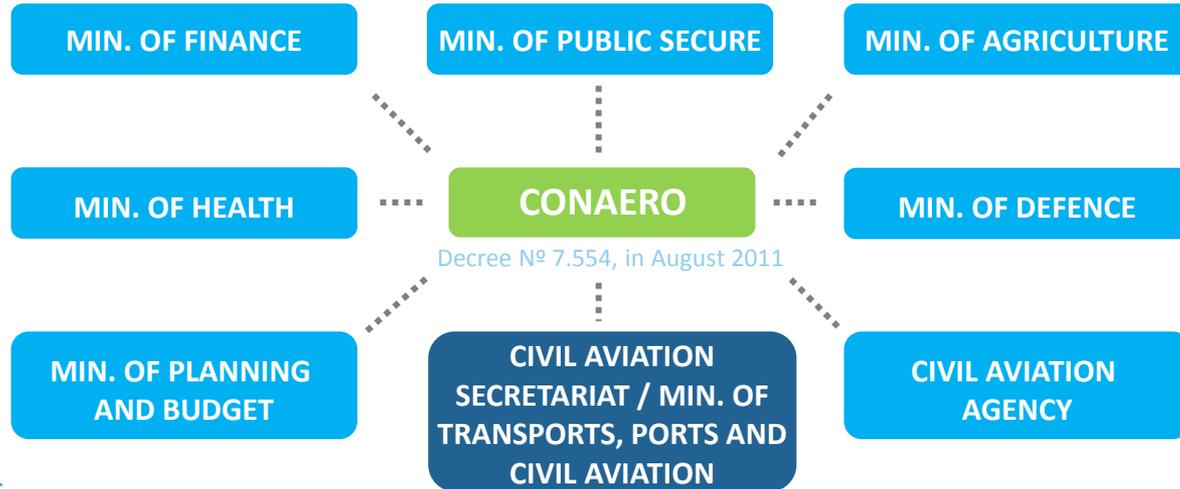
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Brasilia - Brazil/ June, 5<sup>th</sup>





## – NATIONAL COMMISSION OF AIRPORT AUTHORITIES – **CONAERO**



### BENEFITS

- Improving Infrastructure utilization
- Better communication
- Centralized consultation forum
- Coordinated actions
- Integrated information
- Integrated planning



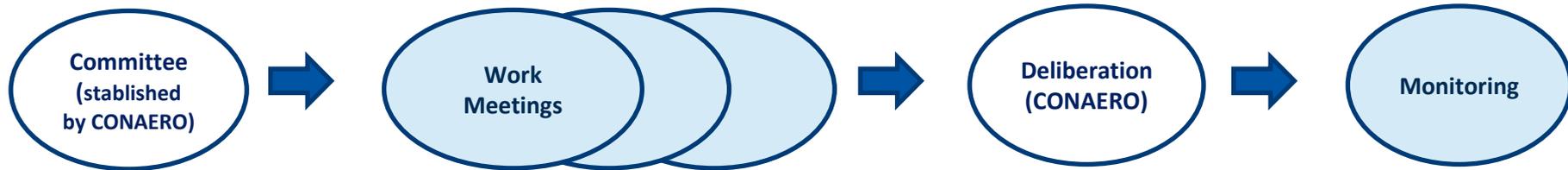
## Technical Committees

Operational Performance

Facilitation

Civil Aviation Security

Air Cargo



## MEMBERS

SAC/MTPA

ANAC

Casa Civil

MS

MD

MF

MSP

MAPA

MPOG

IBAMA

Airport Operators





## – LESSONS LEARNED FROM – WORLD CUP AND OLYMPIC GAMES



- Planning Assumptions
- Demand Forecasts
- Airports Capacity
- Accessibility
- Rules and Procedures
- Operational Management
- Security and Defense
- Human Resources and Training
- Test-Events
- Social Communication
- Comfort Level Improvements
- Infrastructure Management



## – LESSONS LEARNED FROM – WORLD CUP AND OLYMPIC GAMES



FIFA WORLD CUP  
Brasil



Rio 2016



- ✓ Improve **integration** at all levels
- ✓ Perform **security simulations**
- ✓ **Disclose information** in advance on arrivals and departures of athletes and delegations
- ✓ Define **VIP list** in advance
- ✓ **Pre-orientate access of authorities** to the restricted area of airports
- ✓ **Upkeeping the level of service** provided to passengers during the event

# – AIRPORT – SATISFACTION

## Permanent Survey

- User satisfaction and operational performance
- **15 airports** responsible for **80% of the total number of passengers** transported in Brazil

MANAUS

FORTALEZA

NATAL

RECIFE

SALVADOR

CUIABÁ

BRASÍLIA

CONFINS

VIRACOPOS

GALEÃO AND SANTOS DUMONT

GUARULHOS AND CONGONHAS

CURITIBA

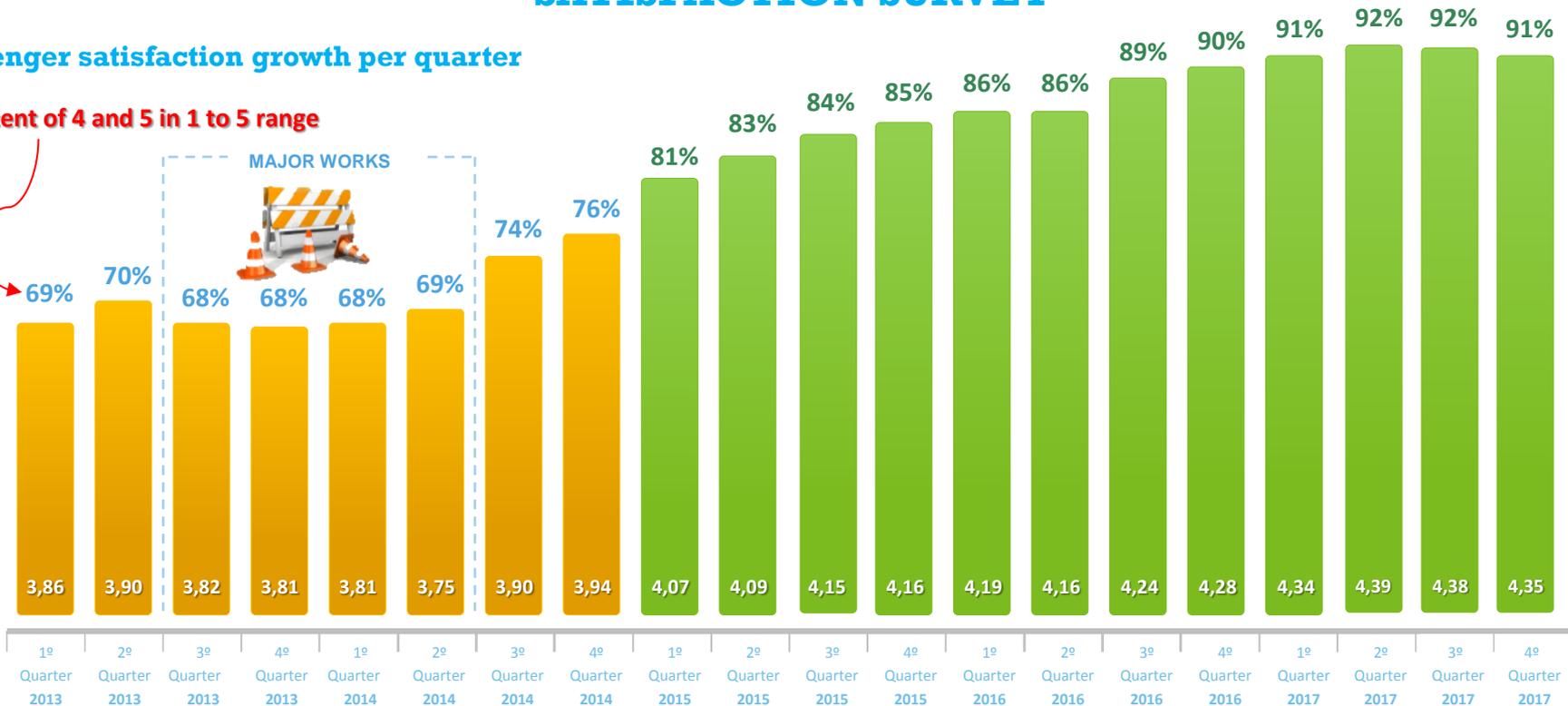
PORTO ALEGRE



# - PASSENGER - SATISFACTION SURVEY

Passenger satisfaction growth per quarter

Percent of 4 and 5 in 1 to 5 range





## – CHALLENGES – CONAERO



- ✓ Collaboration, integration and sharing of **information**
- ✓ Use of **new concepts, technologies and automation**
- ✓ **Risks:** analysis, division, mitigation and measurement
- ✓ Rationalization of **processes throughout the journey**



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THANK YOU