

# ICAO Facilitation Global Forum

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Hosted by:



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## Kleyton Peixoto Mendes

Director of Operations / El Dorado Airport

# Overview of the Colombian Facilitation Committee (FAL)

## El Dorado Airport Scenario

- The FAL Committee in Colombia is regulated by RAC 209, under the civil aviation guidelines.
- At El Dorado, the FAL Committee convenes every 4 months, chaired by the Director of Operations of the airport administration.
- The Head of Terminals leads the meetings, with representatives from:
  - All relevant authorities (e.g., customs, immigration, health)
  - One representative from airlines
  - One representative from ground handlers
  - The airport's Director of Security

### Key Topics Addressed by FAL Committee:

- Managing peak season passenger flows
- Resource allocation (personnel, technology) for passenger handling
- Infrastructure updates to meet operational needs and improve efficiency
- Collaborative decision-making for operational enhancements and real-time responses to airport challenges



## Example 1 - Wayfinding Update of El Dorado Airport

Improving together the experience for the all customers at El Dorado Airport

Scenario:

- Challenge: Enhancing passenger navigation within the terminal changing the sequential numeric designation for all airport to a concourses division by letters and gate by numbers.
- Solution: Collaboratively implemented new wayfinding signs
  - Partners: Airlines, airport management, and government authorities
- Result: Reduced passenger confusion and improved flow efficiency



Transitioning from a purely numerical system to an alphanumeric nomenclature complemented by colors has brings numerous advantages for both passengers and airport personnel.

Creating the passengers' navigation through the airport while enhancing their experience.

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## Example 2 - Preparation for COP16

### Joint Preparations to Welcome Delegations for COP16

- Scenario:
- **What is COP16:** COP16 is the 16th Conference of the Parties to the Convention on Biological Diversity, focusing on global biodiversity protection and sustainable development. Almost 18.000 participants.
- **When?** October 28, 2024
- **Where?** The event will take place in **Colombia**, showcasing the country's biodiversity and conservation efforts.
- **Why a FAL Committee?** A FAL Committee is essential to manage airport operations, ensuring coordinated efforts between airlines, government agencies, and airport authorities for seamless facilitation during the event, handling increased passenger flow and logistics efficiently.



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# Conclusion

## Key Takeaways

- The FAL Committee plays a critical role in ensuring **efficiency, security, and collaborative solutions** at El Dorado.
- Effective coordination among stakeholders—**government authorities, airlines, and airport management**—is key to a **sustainable and resilient air transport system**.
- Ongoing collaboration is essential for meeting the challenges of a dynamic aviation environment.
- **Enhanced Coordination:** Ensures effective communication among all stakeholders (airlines, government agencies, airport operators), enabling smooth operations.
- **Resource Optimization:** Facilitates joint planning for resource allocation, including personnel and technology, to handle high passenger volumes during peak times.
- **Crisis Management:** Provides a platform for collective decision-making in response to operational disruptions or emergencies.
- **Regulatory Compliance:** Aligns airport operations with international standards (e.g., ICAO Annex 9).
- **Operational Efficiency:** Streamlines processes such as customs, immigration, and security, improving overall airport functionality.

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# Thank You

