

ICAO Facilitation Global Forum

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Bogotá, Colombia



Hosted by:



Improving Airport Facilities and Services for Traffic Growth

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1. Doha Hamad



2. Singapore Changi



3. Seoul Incheon



4. Tokyo Haneda



5. Tokyo Narita



39. Bogota El Dorado



The World Airport Awards began in 1999 and they are regarded as a quality benchmark for the world airport industry, assessing customer service and facilities across over 500 airports. There is no entry fee or any type of payment by an airport (or other third party) to be included in the survey or awards, with the survey and awards process fully funded by Skytrax.

SKYTRAX Survey Topics

- Standard of Airport website
- Standard of Airport APP
- Getting to and from the Airport / Ease of Access
- Public transport options / efficiency and prices
- Taxi / Rideshare availability / prices
- Availability of luggage trolleys (airside & landside)
- Terminal comfort, ambience and design
- Terminal cleanliness, floors, seating and public areas
- Seating facilities throughout terminals
- Immigration - queuing times / system / efficiency
- Immigration - staff attitude
- Security screening - queuing times / system / efficiency
- Family security screening options
- Courtesy and Attitude of Security staff
- Check-In facilities, queuing systems / seating
- Wayfinding and Terminal signage
- Clarity of Boarding Calls / Airport PA's
- Flight Info Screens - clarity / quality of information
- Friendliness of Airport Staff
- Language skills for Airport Staff
- Ease of Transit through Airport
- Location of Airline Lounges
- Washroom / Shower facilities
- Cleanliness of Washrooms
- Nursery / baby care facilities
- Hygiene standards
- TV and Entertainment facilities
- Quiet areas, Day rooms, Hotel facility, rest areas
- Children's play area and facilities
- Choice of Family friendly options
- Choice of Shopping - tax free and other outlets
- Choice of bars, cafes and restaurants
- Prices in bars, cafes and restaurants
- WiFi service - access / time provision
- Power charging facilities
- WiFi service - speed of service
- Bureau de change facilities
- ATM facilities
- Smoking policy / Smoking lounges
- Standards of PRM access and facilities
- Baggage Delivery times
- Priority Baggage Delivery efficiency
- Lost luggage services
- Perception of security and safety standards

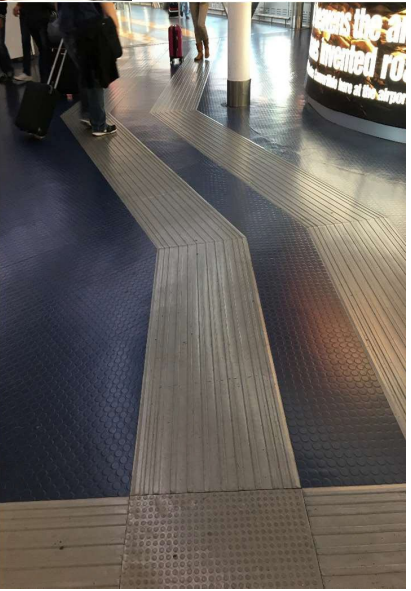
Improving Airport Facilities for Passengers with Reduced Mobility



- Applicable national regulation
- Appropriate fora (i.e. NATFC)
- Webpage/APPs
- Transport to/from the airport
- Dedicated parking
- Information and passenger support (e.g. designated points)
- Airport signaling
- Staff training for specialized assistance (airlines and airport)
- Appropriate handling equipment in apron
- Accessible itineraries (e.g. tactile paving, ramps, moving walkways)
- Accessible elements (e.g. accessible bathrooms, lift with low buttons, accessible counters)

General Guidelines and Best Practices for Passengers with Disabilities

ACILITATION GLOBAL FORUM 2024



CAPSCA Technical Assistance Visits

CAPSCA TECHNICAL ASSISTANCE VISIT



Objectives

- Promote and facilitate communication, coordination and collaboration between the civil aviation and public health sectors.
- Awareness training on ICAO and WHO Public Health Emergency (PHE) requirements for the aviation sector.
- Evaluate existing PHE provisions in the aviation system - gap analysis.
- Assist States by providing expert, technical advice.

CAPSCA arranges joint ICAO/WHO assistance visits to States and international airports, with a team of experts in aviation and public health to evaluate current capacity, identify areas which need strengthening, key priority actions and to facilitate training for aviation and health professionals who are involved in public health event planning in the aviation sector.

The visit usually takes two days and undertake a gap analysis of national/local preparedness plans against the relevant ICAO SARPs, the WHO International Health Regulations (2005), and associated guidance material to ensure that harmonized and relevant policies, training and communication procedures are in place. A confidential report is provided that helps the State to develop and improve its preparedness plan.

The visit is arranged upon request and on a cost-recovery basis. To date, approximately 80 Assistance Visits have been undertaken globally.

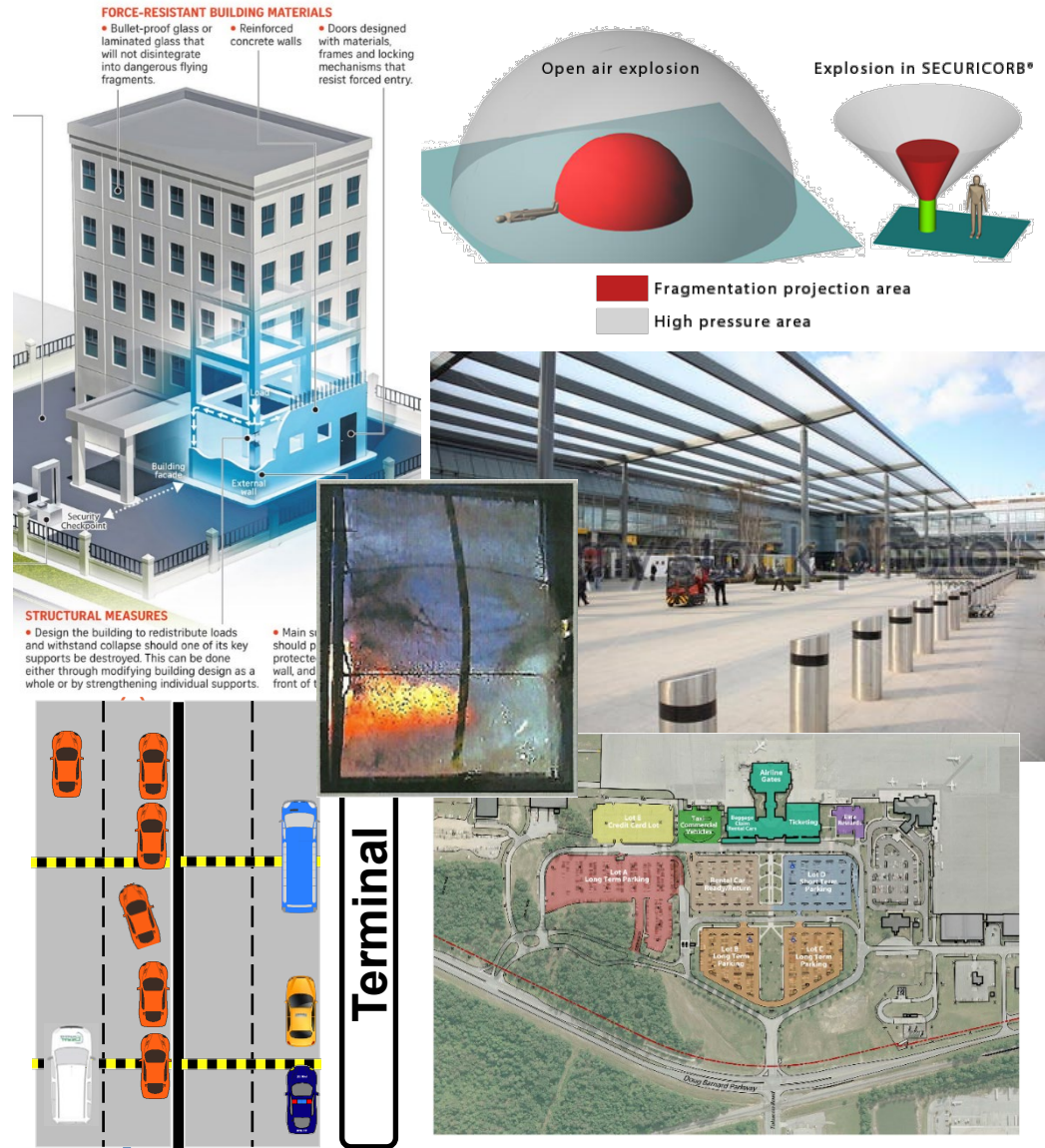
All States and international airports are invited to request an assistance visit to make sure that their preparedness level is up-to-date to manage public health events in aviation especially in view of the fact that disease outbreaks are occurring more often and spreading more faster, imposing significant costs on human life and the global economy.

www.icao.int/capsc



- PHE planning & preparedness in the civil aviation system
- All stakeholders involved in a response to a Public Health Emergency (PHE) in the aviation system
- Not an audit nor certification
- Voluntary and confidential
- Conducted through harmonized checklists executed by different technical profiles
- Considered scenarios include PHEs, natural disasters (e.g. volcanic ashes), radiation, biological hazards
- Complemented with WHO assessment visits on Points of Entry (POE) and Border Health (e.g. water treatment, fumigation)

Security integrated in the design



- Redistribution of loads and blast proofing
- Bomb-resistant furniture
- No mezzanines that overview crowded areas
- Lighting inside and outside the terminal
- Bollards to withstand direct impact by a vehicle
- Roadways designed with bends and corners to reduce speed of vehicles
- Parking policies and management
- CCTV with automatic detection, deployment of K9 patrols or behaviour detection officers (BDOs) in public areas
- Flow management (e.g. check-in kiosks, security lines)

Thank You

