Passenger Terminal CONFERENCE 2016

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2ND EDITION

15, 16, 17 MARCH 2016

KÖLN MESSE, COLOGNE, GERMANY

CONFERENCE PROGRAMME

THE WORLD'S **LEADING** INTERNATIONAL AIRPORT CONFERENCE AND EXHIBITION

4,500+ TOTAL ATTENDEES
300+ EXPERT SPEAKERS
1,350+ CONFERENCE ATTENDEES
180+ EXHIBITORS, **90+** COUNTRIES
13 CONFERENCES, **3** DAYS, **1** EVENT

EVERY REASON TO BE THERE!

SPECIAL DISCOUNTS AVAILABLE!

Venue: koelnmesse — we energize your business

Host Airport: Cologne Bonn Airport

Awards: SKYTRAX World Airport Awards 2015

Endorser: IATA

www.passengerterminal-expo.com @ptecologne

WELCOME

EVEN MORE TOP INDUSTRY SPEAKERS CONFIRMED!

Passenger Terminal CONFERENCE is firmly established as the most highly regarded annual airport terminal conference in the world. This is THE CONFERENCE to examine the future outlook for airport development worldwide. Speakers will address key issues, share views, exchange ideas and compare experiences while discussing theoretical approaches and feasible solutions to today's concerns and those of tomorrow.

08.00

EARLY MORNING REFRESHMENTS, REGISTRATION & BADGE COLLECTION

OPENING TIMES

DAY	REGISTRATION	CONFERENCE	EXHIBITION
Day 1, 15.03.16	08:00hrs-Close	08:45hrs-17:30hrs	10:00hrs-18:30hrs
Day 2, 16.03.16	08:00hrs-Close	09:00hrs-17:30hrs	10:00hrs-18:30hrs
Day 3, 17.03.16	08:00hrs-Close	09:00hrs-13:30hrs	10:00hrs-15:00hrs

OPENING ADDRESS AND KEYNOTE SPEECH

Michael Garvens, Chairman of the Management Board & CEO, Cologne Bonn Airport

OFFICIAL HOST AIRPORT

Cologne Bonn Airport

Köln Bonn Airport

Dear colleagues,

It gives me great pleasure to invite you to the Passenger Terminal EXPO 2016 in Cologne. From 15 to 17 March 2016, CEOs, executives, and experts from all over the world will converge on Cologne to discuss the latest trends in aviation, present innovative technologies, and develop new ideas. Cologne is a cosmopolitan and open-minded city with a long tradition of aviation. It is also a leading trade fair location that offers outstanding conditions for an interesting, high-level expert conference for our aviation industry.

Things move very quickly in the aviation sector. Megatrends such as the digitalisation of society, demographic change, or the globalisation of transport demand a high degree of adaptability and capacity for innovation – and all of this in an incredibly dynamic market environment that is increasingly shaped by state regulations and the restraint of competition.

In order to master these challenges, we need smart products and a high-performance infrastructure that perfectly meets the needs of both passengers and airlines. The exhibitions and conferences at Passenger Terminal EXPO will provide a comprehensive overview of new technological trends and intelligent solutions for the airport of the future.

It is a great honour for me to give the opening address and keynote speech on 15 March. Cologne Bonn Airport last hosted the Passenger Terminal EXPO in 2005. Our airport has changed enormously since then: we now have ultra-modern terminals and an attractive shopping mall. Our brand image is absolutely unique. With the rise of the low-cost carrier, passenger figures at the airport have doubled. We expect to cater for over 10 million passengers in 2015. We look forward with anticipation and high expectations to the launch of the Lufthansa subsidiary Eurowings, which will start low-cost long-haul flights from Cologne Bonn Airport at the end of this year.

I warmly encourage you to join us for Passenger Terminal EXPO 2016 in Cologne. The people of the Rhineland are known for their hospitality; I know that you will feel right at home here. Should you have the time in between all the meetings and conferences, don't miss the opportunity to visit Germany's most popular tourist attraction: the world-famous Cologne Cathedral. And don't forget to end the day with a cool, refreshing glass of the local beer, *Kölsch*, in one of Cologne's traditional breweries.

I look forward very much to seeing you next March.

Kind regards,

Michael Garvens

Chairman of the Management Board
Flughafen Köln/Bonn GmbH

CONFERENCES AT A GLANCE

We have a truly OUTSTANDING speaker and subject line-up for you, so spend some time reading through the programme and let your colleagues know about topics that will interest them too. The conference has been designed to be a ONE-STOP SHOP for keeping up with the LATEST DEVELOPMENTS IN THE INDUSTRY, so if you and your team can only attend one conference this year – make it Passenger Terminal CONFERENCE!

We look forward to welcoming you to Cologne!

SPECIAL DISCOUNTS & EXTRA 5% DISCOUNT FOR 5+ DELEGATES – SEE WEBSITE FOR DETAILS

SPEAKER GALLERY 04

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Additional focus areas within these tracks include:
Crisis and Disaster Planning, Emergency Response • Economics, Investment and Financing Airport Development • Facilities Maintenance and Management • Future Airports – Design, Innovation and New Technology • Social Media, Branding, Marketing and Advertising • Strategic Asset Management (SAM)

Schedule subject to change

SKYTRAX WORLD AIRPORT AWARDS WINNERS WILL BE ANNOUNCED AT PASSENGER TERMINAL EXPO 2016

Join us for celebration drinks with the winners of the prestigious SKYTRAX WORLD AIRPORT AWARDS 2016!

16 March 2016 from 17:30 - 18:30 in the exhibition hall

SKYTRAX WORLD AIRPORT AWARDS are the most prestigious and coveted awards to recognise product and service quality across the world's airport industry.

The synergy between the two events – Passenger Terminal EXPO and the WORLD AIRPORT AWARDS – creates the perfect venue, atmosphere and audience for the awards, so we are very pleased to announce that the 2016 WORLD AIRPORT AWARDS will be held at Passenger Terminal EXPO on March 2016!

For more information visit our website: www.passengerterminalexpo.com

OPEN TO **ALL** ATTENDEES

The ceremony will once again be in a relaxed and informal setting, bringing together key airport industry personnel from around the world, and allowing time to network and chat with friends and colleagues while enjoying the drinks on offer to everyone.

www.worldairportawards.com

2016 SPEAKER COMPANY LIST

DIRECT ACCESS TO THE INDUSTRY'S LATEST STRATEGIC THINKING!

Abu Dhabi Airports • ACI Europe Airports Council International • ACI World • Adaptive Channel • ADPI Aéroports de Paris Ingénierie • Aecom • Aegean Airlines • AENA • Aeroporto G. Marconi di Bologna SpA • Aeroportos Brasil Viracopos SA • Aéroports de Montréal • Aéroports de Paris • Aeroquip - Equipment and Airport Operations Ltd • Airlogs • Airport Authority Hong Kong • Airports Company South Africa • Airsight GmbH • Aislelabs Inc • AIT Austrian Institute of Technology GmbH • Alaska Airlines • aldeacon.com • All Asia Resources and Reclamation Corp • All Nippon Airways Co Ltd • Allegheny County Airport Authority • Alliiance • American Airlines • AMG Airport Management Group • Amsterdam Airport Schiphol • ARC • Arcandia Consulting • Aruba Airport Authority NV • Athens International Airport • Atkins • Aviapolis/Airport Area Marketing Ltd • Aviation Strategies International • Avinor • B P & Partners • Bangalore International Airport Limited • Barich Inc • Billund Airport • BluSky Services Group • BNP Associates Inc • Bologna Airport • Brock Solutions • Budapest Airport • Burns Engineering • Calgary Airport Authority • CallisonRTKL Inc • CH2MHill • Changi Airport Group (Singapore) Pte Ltd • Changi Airports International • Chicago Department of Aviation • Cincinnati/Northern Kentucky International Airport • City of Vantaa • Civil Aeronautics Administration, MOTC, ROC • Civil Aviation Agency of the Republic of Macedonia • Cluj International Airport • Cochin International Airport Limited (CIAL) • Cologne Bonn Airport • Compass International Media • Copa Airlines • Copenhagen Airports • Corgan • Cox Architecture • CPI • Cranfield University • DAA • Darwin International Airport • Decision Services International LLC • DeCosta Consulting LLC • Delft University of Technology • Delhi International Airport P Ltd • Delta Air Lines • Denver International Airport • Department of Homeland Security Science & Technology Directorate • Deutsche Lufthansa AG • DFA Brasil • DFW International Airport • Dubai Airports • DY Consultants • Easyjet Special Assistance Advisory Group • Edmonton International Airport • Empathyce Customer Experience • Envisa • eu-LISA • Eurocontrol • European Commission • Experience The Skies • Express Rail Link Sdn Bhd • Federal Aviation Administration • Federal University of Rio de Janeiro • Fidato Corporation • Flughafen Wien AG • Flughafen Zürich AG • Fortinus Global Ltd • Foxies Consult • Fraport AG • Fraunhofer ICT Group, Chair EAB • Gatwick Airport Ltd • Genève Aéroport • Gerald R. Ford International Airport Authority • German Aerospace Center / AT-One • GESAC SpA • Göteborg Region Association of Local Authorities (GR) • Greater Orlando Aviation Authority • Greater Toronto Airports Authority • GVK Airports • Halifax Stanfield International Airport • Hamad International Airport • Hartsfield-Jackson Atlanta International Airport • Hawaiian Airlines • Heathrow Airline Operators Committee (AOC) Limited • Heathrow Airport Ltd • Helsinki Airport /Finavia Oyj • HIAL • HKS Inc • HNTB Corporation • HOK • House of Lords • Houston Airport System • IATA • IGA Havalimanı İşletmesi AŞ - Istanbul New Airport • IHS • Incheon International Airport • Indra • Intel Corporation • International Organization for Migration (IOM) • InterVISTAS • IOS Partners • Israeli Airports Authority (IAA) • Jacobs • James J Welna Consultant • Japan Airport Terminal Co Ltd • Jensen Hughes • JSCP • Keflavik Airport • KLM • Laboratori Guglielmo Marconi SpA • Liacom Systems Ltd • Liverpool John Lennon Airport • Lockheed Martin • LocusLabs • London City Airport • Los Angeles World Airports • Louisville Regional Airport Authority • Manchester Airport Group • MedAire • Metrolinx • Metropolitan Airports Commission • Metropolitan Nashville Airport Authority • Mexia Interactive • Miami Dade Aviation Department • Michaud Cooley Erickson • Modalis Infrastructure Partners Inc • Moscow Domodedovo Airport • Mumbai International Airport Pvt Ltd • Munich Airport • NACO, Netherlands Airport Consultants • Narita International Airport Corporation (NAA) • Nassau Airport Development Company • Natick Community Services Department • NATS • New Kansai International Airport Company Ltd • Nice Cote d'Azur Airport • North Star Consultancy • OCS Group UK Limited • Ove Arup and Partners Ltd • Parsons Brinckerhoff Taiwan Branch • Pascall+Watson • Perkins+Will • Perth Airport Pty Ltd • Plaza Premium Group • Police of the Czech Republic - Directorate of Alien Police Service • Port Authority of NY&NJ • Port Moresby International Airport • Port of Seattle, Seattle-Tacoma International Airport • Princess Juliana International Airport Operating Company • Quintiq • Red Deer Regional Airport Authority • Risk and Resilience • RS & Co IT Consultants • Saab • Samsung C&T • San Diego County Regional Airport Authority • San Diego International Airport • SAVE - Venice Airport • SEA SpA • Seattle-Tacoma International Airport • SGA Design Lab • Shannon Airport & Shannon Group plc • SICPA SA • SINERGIE Soc. Cons. a r.l. • SITA • SkyBus • Spanish Guardia Civil • Stantec • Sussex Police • Tampa International Airport • Taoyuan International Airport Corporation • TAV Airports Holding • Terminal 2 Management Company Munich Airport • Terrogence Ltd • The Port Authority of NY and NJ • TIC Ltd • Tokyo International Air Terminal Corporation • TranSecure • Transport Systems Catapult • T-Systems International GmbH • UK Civil Aviation Authority • United Airlines • United Nations Security Council • United States Department of Transportation • Universitat Autònoma de Barcelona • University of Chicago • US Customs and Border Protection • Vagar Airport • Vancouver Airport Authority • Virgin America • Virgin Atlantic Airways • Vision-Box • Woods Bagot • WSP | Parsons Brinckerhoff • Zaha Hadid Architects

VIEW ONLINE

LIVE CONFERENCE PROGRAMME

View the live conference programme as it is kept up to date with the latest information.

FULL LIST OF SPEAKERS

Click on any name to see when and on what subject they are speaking.

ONLINE SEARCH FACILITY

You can use our unique online search facility to search for key words in the programme and find presentations of interest to you.

WHAT THE AUDIENCE WILL LEARN

You can read presentation synopses and our unique 'What the audience will learn' text.

A-Z SPEAKER GALLERY

A M Shabeer, Executive Director, Cochin International Airport Limited (CIAL)

Abhilash Chacko, Head of IT Commercial, Gatwick Airport Ltd

Al Lyons, Firmwide Director of IT & Electronic Systems, HOK

Alaistair Deacon, Airport Operational Systems Consultant, aldeacon.com

Alan Newbold, Director Digital, Transport, Ove Arup and Partners Ltd

Alan Xavier Tan, Vice President Aerodrome Safety & Aviation Security, Changi Airport Group (Singapore) Pte Ltd

Albert van Veen, CIO, Amsterdam Airport Schiphol

Alessandro Fidato, Infrastructure Development & Flight Operations Director - Accountable Manager, GESAC SpA

Alexander Larisch, Project Director, Fraport AG

Alexander Nouak, CEO, Fraunhofer ICT Group, Chair EAB

Allen Lainez, Airports Training Director, Copa Airlines

Amy Bourgeron, Marketing Specialist, Denver International Airport

Anders Nielsen, CIO, Project and Development, Billund Airport

Dr Andrea Geretto, Marketing and Commercial Director - Non-Aviation, SAVE - Venice Airport

Andreas Deistler, Senior Project Manager Consulting, Fraport AG

Andrew Dutton, Head of Environment, Liverpool John Lennon Airport

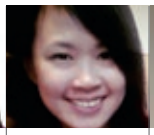
Andrew Nicholson, Global Security Director, MedAire

Andrew Price, Head of Airport Operations Management, IATA

Andy Shand, GM Customer Affairs, NATS

Angeles Pozo, Manager, Member and External Relations Europe, IATA

Anne Carnall, Global Implementation Manager, Fast Travel, IATA



Annie Lee, Staff, Taoyuan International Airport Corporation

Anthony Gibson, Manager Air Traffic Services, HIAL

Anthony Leslie, Vice President, HOK

Anthony Loui, Team Leader/Community Planner, United States Department of Transportation

Anthony Smith, Managing Director, Fortinus Global Ltd

Antoine Thebault, General Project Manager, Aéroports de Paris

April Meyer, Principal, Senior Terminal Designer, Alliiance

Arndt Podzus, Head of Digital Business, Cologne Bonn Airport

Art Kosatka, CEO, TranSecure

Arun Vemury, Director, Apex Air Entry/ Exit Re-engineering Program, Department of Homeland Security Science & Technology Directorate

Ashwani Khanna, Vice President, Delhi International Airport P Ltd

Ashwini Thorat, Head Airport Planning, GVK Airports

Athanasios Titonis, Managing Director, Cologne Bonn Airport

Aura Moore, Deputy Chief Information Officer, Los Angeles World Airports

Aymeric Dussart, Director - Strategy and Business Data, Aéroports de Montréal

Barbara Melotti, Process Control, Quality and Facilitation Manager, Aeroporto G. Marconi di Bologna SpA

Beau Vanderford, Airport Manager, Copa Airlines

Benno De Zwart, Project Director, Amsterdam Airport Schiphol

Beverly Lewis, East Coast Regional Manager, Alaska Airlines

Bodapati Bhaskar, Senior Director - Finance & Support Services, Bangalore International Airport Limited

Brendan Tapley, Associate Director, Sustainability and Energy, WSP | Parsons Brinckerhoff

Brian Cobb, Vice President - Customer Experience, Cincinnati/ Northern Kentucky International Airport

Brian Engle, Director of Customer Service, Greater Orlando Aviation Authority

Brian Ryks, CEO, Gerald R. Ford International Airport Authority

Brian Woodhead, Commercial Director, Heathrow Airport Ltd

C T Miller (by video), Executive Director, Louisville Regional Airport Authority

Candace McGraw, Chief Executive Officer, Cincinnati/ Northern Kentucky International Airport

Carl Rogers, Head of Solution Design for Passenger Processing Services, Amadeus

Carlos Faxas, Manager, New Technology and Digital Concepts, United Airlines

Carmen Feijoo Fernandez, Responsible for Behaviour Detection Project, Spanish Guardia Civil

Dr Catherine Fankhauser, Sales Director, Identity Security Solutions, SICPA SA

Cees de Vos, Independent Consultant, Foxies Consult

Chaiwoo Lee, Director of Airport Business Consulting Team, Incheon International Airport

Charles Marshall, Airport Engineering Manager, Hartsfield-Jackson Atlanta International Airport

Charles Sitkoff, Manager - Security Intelligence & Risk Assessment, Delta Air Lines

Charlotte Hurlow, Associate, Airport Development, Ove Arup and Partners Ltd

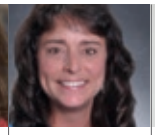
Chee Chiau Ong, Senior Vice President, Changi Airport Group (Singapore) Pte Ltd

Chih-Kang Kuo, Senior Engineer, Taoyuan International Airport Corporation

Chris Annetts, Commercial Passenger Services Director, Heathrow Airport Ltd

Dr Christer Wilkinson, Associate Vice President, Aecom

Dr Christine De Lille, Assistant Professor, Delft University of Technology



Christine Vitt, VP Strategic Planning and Sustainability, Metropolitan Nashville Airport Authority

Christopher Blair, Station Supervisor, Alaska Airlines

Dr Christopher Moody, Business Development Director, Transport Systems Catapult

Christopher Wright, Process Improvement Director, London City Airport

Dr Chui-Lung Chang, Chief Engineer, Taoyuan International Airport Corporation

Chul-min Koo, Senior Manager, Incheon International Airport

Dr Ciarán Carolan, Research and Development Officer, eu-LISA

Claire Mazelet, Vice President Architecture and Engineering, ADPI Aéroports de Paris Ingénierie

Craig Leiner, Transportation Coordinator, Natick Community Services Department

Cristiano Ceccato, Associate Director, Zaha Hadid Architects

Curtis Grad, President, Modalis Infrastructure Partners Inc

Damien Breier, Vice President, BNP Associates Inc

Daniel Burkard, Director Non-Aviation Development, Moscow Domodedovo Airport

Darren Colderwood, Project Delivery Director T3/T5, Heathrow Airport Ltd

David Blunkett, Chair, Easyjet Special Assistance Advisory Group, House of Lords

David Bunn, Senior Project Manager, Heathrow Airport Ltd

David Green, Principal, Global Practice Leader, Perkins+Will

Prof David Holm, Director Architect, Cox Architecture

David Kensick, Managing Director Airport Innovation, United Airlines

David Kipp, Vice President - Technology Services, Burns Engineering

David Philipson, Head of Terminal Development, Dubai Airports

David Ruiz-Celada, Airport Capacity Planner, London City Airport

David Stewart, Head of Airport Development, IATA

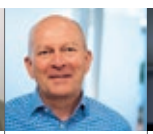
David Tomber, Aviation Planning Program Manager, Port of Seattle, Seattle-Tacoma International Airport

David-Ioan Ciceo, CEO, Cluj International Airport

Denis Huet, Senior Expert, Eurocontrol

Divya Vasudeva, Senior Environmental Consultant, Envisa

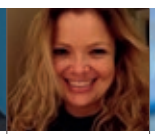
Donald Zoufal, Instructor, University of Chicago



Doug Cooley, Vice President, Michaud Cooley Erickson

Douglas Stolls, Manager of Guest Relations, Central Baggage, Continuous Improvement, Virgin America

Eduardo Angeles, Associate Administrator for Airports, Federal Aviation Administration



Elena Carrington, Manager of Geo-Political Intelligence and Analysis, United Airlines

Elisabeth Le Masson, Member of the Board of Directors Hubstart Paris, Aéroports de Paris

Elizabeth Leavitt, Director of Aviation Planning & Environmental Programs, Port of Seattle, Seattle-Tacoma International Airport

A-Z SPEAKER GALLERY

Emanuel Fleuti, Head of Environment, Flughafen Zürich AG

Eric Dillinger, Vice President - Jacobs North America Aviation Chair, Jacobs

Eric Kaler, Director of Security, Hawaiian Airlines

Eric Starks, Airport Manager, Virgin Atlantic Airways

Erick Bouraï, Head of Aviation Security Policy, Aéroports de Paris

Esben Kolind, Head of Operational and Business Analysis, Copenhagen Airports

Etienne van Zuijlen, Head of Business Development - Airport Operations, SITA

Federico Bonaudi, Policy Manager, ACI Europe Airports Council International

Filip Soete, Chief Commercial Officer, Nice Cote d'Azur Airport

Fiona Lander, Executive General Manager, Perth Airport Pty Ltd

Flemming Hølvold, Portfolio Manager Airport Terminal Systems, Avinor

Florian Forster, Head, Immigration and Border Management (IBM), International Organization for Migration (IOM)

Florian Schmidt, Chief Operating Officer, Airsight GmbH

Francis Barich, Principal, Barich Inc

Fredrik Lindblom, Product Manager CDM & Efficiency Solutions, Saab

Gary Warren, Vice President, Planning, Development, and Environment, Metropolitan Airports Commission

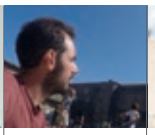
George Efkolides, Head of Research, Data & Reporting, Heathrow Airport Ltd

Geraldine Lundy, Passenger Accessibility Manager, Virgin Atlantic Airways

Gerard van der Veer, Architect, NACO, Netherlands Airport Consultants

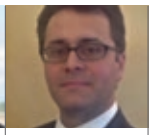
Giorgio Medici, Head of Customer Care and Quality Control, SEA SpA

Giovanni Antinozzi, CEO, Airlogs



Giovanni Pede, Project Manager, SINERGIE Soc. Cons. a r.l.

Giovanni Russo, Head of Planning & Engineering, Flughafen Zürich AG



Giulio Leucci, Head of Commercial Bidding - M&A, Manchester Airport Group

Glenn Tinley, President & CEO, Mexia Interactive

Goran Isakovski, Associate Solution Designer, SITA

Goran Jandreoski, Director General, Civil Aviation Agency of the Republic of Macedonia

Graeme Ferguson, Business Development Director, Manchester Airport Group

Graham Bolton, Global Aviation Development Director, Atkins

Graham Stubbs, Head of Security Compliance, Manchester Airport Group

Gregory C Owens, Assistant Director, Miami-Dade Aviation Department

Guðmundur Daði Rúnarsson, Deputy Terminal Director, Keflavik Airport

Guido Peetermans, Project Manager, Smart Security, IATA

Gunnhildur Vilbergsdottir, Commercial Manager, Keflavik Airport

Guy Marguet, Coordination Projects & Methods, Genève Aéroport

Hans Jakob Schindler, Acting Coordinator Al-Qaida/Taliban Monitoring Team, United Nations Security Council

Harris Markopoulos, Manager Security and Emergency Services, Aegean Airlines

Hatsumi Sugiyama, Assistant, Japan Airport Terminal Co Ltd

Heidrun Holin, Project Manager Product Management, Deutsche Lufthansa AG

Heini Noronen-Juhola, Vice President, Helsinki Airport/Finavia Oyj

Henriette Joost, Head of IT Asset Management, Copenhagen Airports

Hermann Blomeyer, Vice President, Munich Airport

Hiosvany Muina, North America Airport Regional Manager, Copa Airlines

Hiroki Kitabayashi, Director, New Kansai International Airport Company Ltd

Hock Lye Lee, Director and Head, Operations Development, Consultancy, Changi Airports International

Hoi-see Song, Founder & CEO, Plaza Premium Group

Howard Eng, President & Chief Executive Officer, Greater Toronto Airports Authority

J Lee Glenn, Director of Aviation Design, HKS Inc

Ja-Hwan Kang, CS Manager, Incheon International Airport

Jakup Sverri Kass, CEO, Vagar Airport

James Fazio, Chief Executive Officer, Aruba Airport Authority NV

James Fremantle, Consumer Enforcement Manager, UK Civil Aviation Authority

James Welna, Consultant, James J Welna Consultant

Janine Gervais, Associate Director, Passenger Programs and Communications, Greater Toronto Airports Authority

Jarrett Simmons, Assistant Airport Director, Houston Intercontinental Terminal Redevelopment Program, Houston Airport System

Dr Jean Salomon, Principal, JSCP

Jean-François Lennon, Vice President for Global Business Development & Sales, Vision-Box

Jean-Louis Colson, Head of Unit, European Commission

Jean-Marc Bourreau, COO, IOS Partners

Jean-Michel Hua, Head of Customer Service Quality, Aéroports de Paris

Jenny Clegg, Head of Customer Relations & Service T2, Heathrow Airport Ltd

Jeremy Corfield, Partner, CPI

Jerry Angrave, Founder, Empathyce Customer Experience

Jesper Jacobsen, Senior Project Manager, Copenhagen Airports

Jim Parashos, Director Operations & Customer Experience, Darwin International Airport

Joeri Aulman, Airport Planner & Project Manager, NACO, Netherlands Airport Consultants

John Bissett, Director, Global Airports, Lockheed Martin

John Mok, Principal - Aviation, Jacobs

John Newsome, Director of Information Technology, Greater Orlando Aviation Authority

John Tiliacos, Vice President of Operations and Customer Service, Tampa International Airport

John Trupiano, Principal, Corgan

Josef Schmitz, Vice President Travel Solution Consulting, T-Systems International GmbH

Jou-jun Chen, Senior Technical Specialist, Civil Aeronautics Administration, MOTC, ROC

Juan Francisco García López, Innovation and Strategy Manager, Indra

Juan Ramon Matas Sebastia, Head of Operations Planning Department, AENA

Julian Carlson, Director, Pascall+Watson

Julian Jäger, Member of Executive Board / COO, Flughafen Wien AG

Dr Kai Wendler, Senior Manager Process and Checkpoint Management, Fraport AG

Kam Jandu, Chief Commercial Officer, Budapest Airport

Karen Kavanagh, VP - Planning Department, DFW International Airport

Karl-Heinz Keller, Business Manager / Airports & TAM, German Aerospace Center / AT-One

Kathy Haley, President, Union Pearson Express, Metrolinx

Katsuhiro Yamaguchi, Executive Officer, New Kansai International Airport Company Ltd

Kazuyuki Shibuya, Assistant Director, New Kansai International Airport Company Ltd

Ken Yoshioka, Assistant Director, New Kansai International Airport Company Ltd

Kentaro Kimura, Assistant Manager, Japan Airport Terminal Co Ltd

Kerstin Meraner, Customer Experience, Deutsche Lufthansa AG

Kevin Hightower, Senior Technical Lead, Transportation, Lockheed Martin

Kevin O'Sullivan, Director of Emerging Technologies, SITA Lab, SITA

Kiran Merchant, CEO, Merchant Aviation

Klaus Jeschke, Project Director, Fraport AG

Koji Ishikawa, Executive Officer, New Kansai International Airport Company Ltd

Kristian Durhuus, Vice President, Chief Operating Officer, Copenhagen Airports

Kung Ping Lin, General Manager, WSP | Parsons Brinckerhoff

L A Christopher Armstrong, Director, Connections and Agency Readiness, Calgary Airport Authority

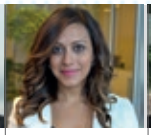
Larry Leung, Director, Experience The Skies

A-Z SPEAKER GALLERY

Laure Baume, Executive Director, Aéroports de Paris

Laurent Safar, CEO, Adaptive Channel

Léa Bodossian, Secretary General, ARC


Linda Schucroft, Director, Innovative Travel Solutions, Vancouver Airport Authority

Lionel Kapus, Terminal Operations Manager, Port Moresby International Airport

Louise Brix-Hansen, Senior Project Manager, Copenhagen Airports

Luigi Battuello, Head of Non-Aviation Sales, SEA

Marcel Dreef, Director Aviation Planning Solutions, Quintiq

Marcel Plaum, Vice President Terminal Development, Fraport AG

Marcel van Beek, Manager Sustainability & Innovation, Amsterdam Airport Schiphol

Marcelo Mota, Director of Operations & COO, Aeroportos Brasil Viracopos SA

Marcia Austin, Recruitment Manager, Alaska Airlines

Margarita Uña Borràs, Experience Designer, KLM

Mari Peltomäki, Project Manager, Aviapolis/Airport Area Marketing Ltd

Maria Pou, Chief Executive Officer, B P & Partners

Mario Luiz Ferreira De Mello Santos, President Director, Aeroquip - Equipment and Airport Operations Ltd

Marion Town, Director of Environment, Vancouver Airport Authority

Mark Stokes, Business Unit Manager, Brock Solutions

Mark Walker, Business Change, Operational Excellence & Process Improvement, Heathrow Airline Operators Committee (AOC) Limited

Mark Zessin, Director of Baggage Strategy and Performance, United Airlines

Dr Markus Clabian, Senior Engineer; Coordinator FastPass, AIT Austrian Institute of Technology GmbH

Martin Augustin, Head of Processes, Terminal 2 Management Company Munich Airport

Martin Willich, Project Director, Fraport AG

Martina Dauner, Project Manager Terminal Planning and Simulation, Munich Airport

Masahiro Ihashi, Manager, Airport Planning Office, Planning Department, Narita International Airport Corporation (NAA)

Mathieu Daubert, Retail Director, Aéroports de Paris

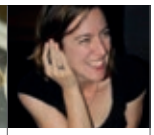
Maurice Jenkins, Director, Information Systems and Telecommunications, Miami Dade Aviation Department

Maximillian Ferreira, Air Traffic Controller, Federal Aviation Administration

Mazhar Butt, SVP Customer Experience, DFW International Airport

Mehmet Emin Atak, Master Planning & Development Manager, IGA Havalimanı İşletmesi A.Ş - Istanbul New Airport

Melissa Furze, Vice President of Data & Analytics, DAA


Melissa Gregg, Principal Engineer, User Experience Research, Intel Corporation

Mertol Genç, CEO, IGA Havalimanı İşletmesi A.Ş - Istanbul New Airport

Michael Dinar, President, DFA Brasil

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Michael Ferreira, VP Development - Aviation & Transportation, Jensen Hughes

Michael Garvens, Chairman of the Management Board & CEO, Cologne Bonn Airport

Michael Ruff, Deputy Director General of Information Systems, Israeli Airports Authority (IAA)

Michael Sewards, CEO, SkyBus

Michael Zaddach, Senior Vice President Information Systems (CIO), Munich Airport

Michele Miedico, Head of Engineering Department, GESAC SpA

Mike Ross, Director, Commercial Development & Passenger Communications, Greater Toronto Airports Authority

Minna Honkanen, Project Manager, City of Vantaa

Dr Miquel Angel Piera, Professor, Universitat Autònoma de Barcelona

Mohamed Al-Katheeri, General Manager - General Aviation Airports, Abu Dhabi Airports

Dr Mustafa Sani Şener, President & CEO, TAV Airports Holding

Nancy Baggio, Manager, Engineering Planning, Vancouver Airport Authority

Nancy Stern, Architect, Vancouver Airport Authority

Neil Moran, Dublin Airport Terminals Asset Manager, DAA

Neil Pakey, CEO, Shannon Airport & Shannon Group plc

Dr Nektarios Psycharis, Supervisor Business Intelligence, Athens International Airport

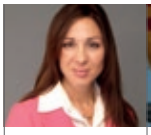
Neville Hay, Detective Sergeant, Special Branch, Sussex Police

Dr Nick Koudas, CEO, Aislelabs Inc

Nikolaos Papagiannopoulos, Project Leader, Business Information Systems & Technology, Athens International Airport

Noam Maitless, Associate Vice President, CallisonRTKL Inc

Noormah Mohd Noor, Chief Executive Officer, Express Rail Link Sdn Bhd



Palmina Teta-Whelan, Senior Manager, Real Estate, Facilities, American Airlines

Paolo Sgroppo, Operations Director, Bologna Airport

Pascal Garreau, Consultant, Arcandia Consulting

Pat Neville, Vice President, Airport Planning and Technical Services, Greater Toronto Airports Authority

Patric Przeradzki, Architect, Woods Bagot

Dr Patricia Ryan, CEO, Decision Services International LLC

Patrick Jeantet, Deputy CEO, Aéroports de Paris

Paul Amen, Manager - ATM and Airfield Operations PHX/ LAX and Western US, American Airlines

Paul Brugger, Founder and CEO, TIC Ltd

Paul Hoback, Senior Vice President, Facilities, Engineering & Maintenance, Allegheny County Airport Authority

Paul Manasjan, Director of Environmental Affairs, San Diego County Regional Airport Authority

Per Kristersson, Senior Planner, Göteborg Region Association of Local Authorities (GR)

Dr Pere Suau-Sanchez, Course Director, MSc in Airport Planning and Management, Cranfield University

Peter Drissell, Director of Aviation Security, UK Civil Aviation Authority

Peter Kruger, Senior Manager - Strategy and Facility Development, Hamad International Airport

Peter Mayerhofer, Chief Infrastructure Officer, AMG Airport Management Group

Peter Moore, Director of Development - Design, Dubai Airports

Peter Spurway, VP, Airport Experience, Halifax Stanfield International Airport

Petr Malovec, Head of Department - National Border Situation Centre, Police of the Czech Republic - Directorate of Alien Police Service

Philip Weake, Managing Director, Compass International Media

Philipp Ahrens, Director Project Team Satellite, Terminal 2 Management Company Munich Airport

Philippe Laborie, Head of BHS operations, CDG, Aéroports de Paris

Qianyi Yeo, Senior Associate, Changi Airport Group (Singapore) Pte Ltd

Rachel Burbidge, Environment Policy Officer, Eurocontrol

Rajeev Jain, Chief Executive Officer, Mumbai International Airport Pvt Ltd

Ralphy Speier, Senior Strategic IT Consultant, RS & Co. IT Consultants

Randy Howe, Director Field Operations, Preclearance Field Office, US Customs and Border Protection

Regina LaBega, Managing Director, Princess Juliana International Airport Operating Company

Rekha Nair, Head Airport Services, Mumbai International Airport Pvt Ltd

Prof Respicio Espirito Santo, Professor, Federal University of Rio de Janeiro

Richard Belotti, Vice President, Planning, Allegheny County Airport Authority

Richard Brown, Managing Director, North Star Consultancy

Richard Gomez, Vice President of Education, MedAire

Richard Jackson, Senior Manager, Political Violence, IHS

Richard Spencer, Design Director - Aviation, Woods Bagot

Richard Walker, Project Manager, Heathrow Airport Ltd

Ricky Leung, Deputy Director, Engineering & Technology, Airport Authority Hong Kong

Robert Mckinley, Airport Operations Specialist, Fidato Corporation

Robert Walker, Managing Director, United Airlines

Robert Whitehouse, Director of Capacity Planning, Dubai Airports

A-Z SPEAKER GALLERY

Roberto Castiglioni, Chair, Airport Experience Group - ESAAG, Easyjet Special Assistance Advisory Group

Roelof-Jan Steenstra, Chief Executive Officer, Red Deer Regional Airport Authority

Roland Schwarz, Vice President Airport Infrastructure - Airport Facilities & Area Services, Fraport AG

Dr Rolf Felkel, VP Airside, Landside & Security Applications, Fraport AG

Rommel Gavieta, Chief Operating Officer, All Asia Resources and Reclamation Corp

Ronald Augustin, Deputy Senior Vice President, KLM

Rowan Chalmers, Executive General Manager Operations and Customer Experience, Perth Airport

Rupert Johnston, Director, Risk and Resilience

Sandeep Goel, Principal Architect, SGA Design Lab

Satyaki Raghunath, Head - Master Planning, Dubai Airports

Sean Sutton, IT Manager, Customer Experience Programs, Greater Toronto Airports Authority

Sebastien Couturier, Senior Manager - Innovation, Aéroports de Paris

Sello Mmakau, Group Chief Information Officer, Airports Company South Africa

Dr Sergio Bonora, CEO, Laboratori Guglielmo Marconi SpA

Serkan Kaptan, Deputy CEO and Director Business Development & Investments, TAV Airports Holding

Shai Arbel, CEO, Terrogence Ltd

Shannon Chen-Yin Hsieh, Technical Specialist, Civil Aeronautics Administration, MOTC, ROC

Sikander Jain, Managing Director - India, CH2MHill

Solomon Wong, Executive Vice President, InterVISTAS

Stanley Tse, Senior Manager, Process Planning, InterVISTAS

Stephen Shaffer, Chief Information Officer, DFW International Airport

Steve Zerkowitz, Group CEO, BluSky Services Group

Steven Andersen, Executive Program Manager, Houston Intercontinental Terminal Redevelopment Program, Houston Airport System

Steven Wheeler, Director - Aviation Services, OCS Group UK Limited

Steven Barrie Cornell, Director, WSP | Parsons Brinckerhoff

Suhail Kadri, Vice President, Information Technology, Hamad International Airport

Suzanne Shepherd, Director, Admissibility and Passenger Programs, US Customs and Border Protection

Sven Arzt, Project Director Airport Consulting, Fraport AG

Thella Bowens, President & CEO, San Diego International Airport

Theresa Fleidl, Vice President Professional Training Policy and Human Resources Marketing, Munich Airport

Thomas Bosco, Director of Aviation, The Port Authority of NY and NJ
Thomas Kirner, Vice President, Fraport AG

Thomas Rossbach, VP Director of Aviation Architecture, HNTB Corporation

Thomas Hoff Andersson, Director of Airport Optimisation, Copenhagen Airports

Tiddo Veldhuis, Director Product Strategy, KLM

Tiffany Green, Managing Deputy Commissioner of Revenue, Chicago Department of Aviation

Timothy Hudson, Architecture Services Leader - Aviation, Atkins

Tina Bergsma, VP International Station AF/KL, KLM

Tobias Finke, Manager, Airport Terminal Projects, Vancouver Airport Authority

Tom Ruth, President & CEO, Edmonton International Airport

Tomaso Barilli, Environmental Manager, Aeroporto G. Marconi di Bologna SpA

Velissarios Eleftheriou, A-CDM Implementation Manager, Dubai Airports

Vernice Walkine, President & Chief Executive Officer, Nassau Airport Development Company

Vince Granato, Chief Operating Officer, Port of Portland

Vivica Brown, Assistant General Manager - Commercial, Hartsfield-Jackson Atlanta International Airport

Waleed Rikab, Head of the Strategic Research Department, Terrogence Ltd

Wilhelm Sepp, IT Governance and Strategy, Munich Airport

Woojin Choi, Head of Aviation Business, Samsung C&T

Xiang-Ting Huang, Staff, Taoyuan International Airport Corporation

Yair Harry Gannot, Director Aviation Safety, Israeli Airports Authority (IAA)

Yohsuke Mabuchi, Director, All Nippon Airways Co Ltd

Yuan-Hung Ting, Deputy Manager, Taoyuan International Airport Corporation

Yuichi Nakada, Senior Manager, Narita International Airport Corporation (NAA)

Yusaku Kuhara, Vice President Customer Services and CS Office, Tokyo International Air Terminal Corporation

Yuzo Koike, Supervisor, Narita International Airport Corporation (NAA)

Zeev Nativ, Division Manager, Liacom Systems Ltd

CHAIRS GALLERY

Al Lyons, Firmwide Director of IT & Electronic Systems, HOK

Alaistair Deacon, Airport Operational Systems Consultant, aldeacon.com

Antoine Rostworowski, Director, Airport Customer Experience and Technology, ACI World

Art Kosatka, CEO, TranSecure

Benjamin DeCosta, Principal, DeCosta Consulting LLC

Beverly Lewis, East Coast Regional Manager, Alaska Airlines

Brian Engle, Director of Customer Service, Greater Orlando Aviation Authority

Campbell Kennedy, Founder/CEO, LocusLabs

Catherine Mayer, Vice President, SITA

David Holm, Director Architect, Cox Architecture

David Stewart , Head of Airport Development, IATA

David Tomber, Aviation Planning Program Manager, Port of Seattle, Seattle-Tacoma International Airport

Emanuel Fleuti, Head of Environment, Flughafen Zürich AG

Eric Kaler, Director of Security, Hawaiian Airlines

Etienne van Zuijlen, Head of Business Development - Airport Operations, SITA

Graham Bolton, Global Aviation Development Director, Atkins

Hiosvany Muina, North America Airport Regional Manager, Copa Airlines

Jean Salomon, Principal, JSCP

Jeremy Corfield, Partner, CPI

John Mok, Principal – Aviation, Jacobs

Léa Bodossian , Secretary General, ARC

Maurice Jenkins, Director, Information Systems and Telecommunications, Miami Dade Aviation Department

Patricia Ryan, CEO, Decision Services International LLC

Paul Behnke, Senior Associate, Aviation Strategies International

Roberto Castiglioni, Chair, Airport Experience Group – ESAAG, Easyjet Special Assistance Advisory Group

Satyaki Raghunath, Head - Master Planning, Dubai Airports

Stanis Smith, Executive Vice President, Stantec

Steven Barrie Cornell, Director, WSP | Parsons Brinckerhoff

Susan Baer, Global Aviation Leader, Ove Arup and Partners Ltd

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DAY 1 – TUESDAY 15 MARCH

08:45 – 09:00

WELCOME TO PASSENGER TERMINAL CONFERENCE & EXPO 2016 – OPENING ADDRESS

Michael Garvens, Chairman of the Management Board & CEO, Cologne Bonn Airport, Germany

All conference tracks will begin promptly five minutes after the opening address

09:05 – 13:30

AGEING POPULATION & PRMS

09:05

INTRODUCTION BY CONFERENCE CHAIR

Roberto Castiglioni, Chair, Airport Experience Group - ESAAG, Easyjet Special Assistance Advisory Group, UK

09:10

IMPROVE EXPERIENCES AND PROFITABILITY BY LEARNING FROM PEOPLE WITH DISABILITIES

Jerry Angrave, Founder, Empathyce Customer Experience, UK

People who have physical or mental disabilities interact with the world in very different ways. The World Health Organization says 15% of the population has some form of disability, and that proportion is rising. Rather than being marginalised, these people and their families should be embraced for what they can teach us. A deeper understanding helps develop better customer experiences. More disabled people travel if the experiences are more empathetic. And it stretches the thinking to design the right experiences for other passengers in a way that makes operations slicker, processing more efficient and revenue greater.

09:35

PRM TRAINING – THE BENEFITS FOR GLOBAL ALIGNMENT

Richard Gomez, Vice President of Education, MedAire, USA

This presentation will focus on how airports and airlines need to align their PRM training needs to better meet the expectations of customers. This presentation will examine common PRM issues facing airport personnel that affect airport operations. Lastly, this presentation will provide airport management PRM training curriculum development recommendations targeting global alignment between airport and airlines.

10:00

PARIS CHARLES DE GAULLE CONTINUOUS IMPROVEMENT OF PRM SERVICES

Jean-Michel Hua, Head of Customer Service Quality, Aéroports de Paris, France

How to deliver a good passenger experience to passengers with special needs, who represent an increasing part of the traffic.

10:25

FRIENDLY MOBILITY SOLUTION FOR AGEING PASSENGERS

Giorgio Medici, Head of Customer Care and Quality Control, SEA SpA, Italy

A service has been designed for passengers who have difficulty covering long distances and desire an alternative to traditional assistance offered in the vast majority of European airports. Soon we will be offering this innovative service to all those passengers who prefer the option of hiring a mobility scooter from the security filters right up to the gate, thus gaining independence rather than asking for traditional PRM assistance. Currently we are defining the practical aspects but most likely the pilot scheme will run from January for a six-month period.

10:50

PLANNING AND TECHNOLOGY FOR AGEING TRAVELLERS AND PASSENGERS WITH DISABILITIES

Craig Leiner, Transportation Coordinator, Natick Community Services Department, USA

Airport operators recognise the continuing and growing need to adequately serve mature travellers and those with physical disabilities; accordingly, many have enacted programmes to improve the experience of ageing travellers. Recent advances in technology and business practice are leading to enhanced design, focused capital investments and updated operational procedures. This presentation will summarise the nature and global scope of the challenge, review recent research and present current approaches in the use of technology, design guidelines and innovative programmes to address the issue.

11:15 – 11:35
BREAK

11:35

IMPROVING THE INFORMATION PROVIDED WTO PRMS

James Fremantle, Consumer Enforcement Manager, UK Civil Aviation Authority, UK

The UK Civil Aviation Authority has required major airlines and airports to improve the quality of 'special assistance' information available on their websites. Following an industry-wide consultation, it asked major airlines and all UK airports to ensure this information was more comprehensive, clearer to understand and displayed just one click away from their website's homepage. It also asked that websites include a helpline number, so passengers can pre-arrange special assistance and have information on how to complain.

12:00

PANEL DISCUSSION: AIRPORTS AND AIRLINES COPING WITH EVER-GROWING DEMAND FOR ASSISTANCE AS REGULATION (EC)1107/2006 TURNS 10 YEARS OLD

Jean-Louis Colson, Head of Unit, European Commission, Belgium
Lord David Blunkett, Chair, Easyjet Special Assistance Advisory Group, House of Lords, UK
Federico Bonaudi, Policy Manager, ACI Europe Airports Council International, Belgium
Geraldine Lundy, Passenger Accessibility Manager, Virgin Atlantic Airways, UK
Angeles Pozo, Manager, Member and External Relations Europe, IATA, Spain
Steven Wheeler, Director - Aviation Services, OCS Group UK Limited, UK

Presentation of the EU and international regulatory framework for air passengers, notably passengers with disabilities, how it came about and how it is applied. Discussion of challenges with application and enforcement, and practical problems in EU member states. Discussion of Commission initiatives to improve PRM passenger protection

with focus on future action (accessibility, intermodal, further guidance). The experience of a long-haul operator having to comply with different legislations. An airline's unique promotion of access to air travel with ad-hoc sessions simulating enplanement and the on board experience. ACI role in creating and promoting best practice among its members. Operational and legal challenges European airports face in their day-to-day operations. The experience of ESAAG translating best practice into real enhancement of the passenger experience. The impact of user-driven advice on the operations of an LCC. Challenges PRM service providers face in their day-to-day operations, and how innovation helps them improve service quality.

17:30

OPENING DAY PARTY IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

HOSTED BY Cologne Bonn Airport

13:30 - 14:45
LUNCH

DAY 1 - TUESDAY 15 MARCH

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09:05 - 17:35

AIRPORT CITIES & TRANSPORT CONNECTIONS

09:05

INTRODUCTION BY CONFERENCE CHAIRS

Prof David Holm, Director Architect, Cox Architecture, Australia
Steven Barrie Cornell, Director, WSP | Parsons Brinckerhoff, UK

09:10

DIFFERENT APPROACHES TO AIRPORT CITY: EXPANSION OR NEW URBAN?

Woojin Choi, Head of Aviation Business, Samsung C&T, Korea

Airport planners and urban planners have developed different approaches to airport city projects, based on the airport's expanded functions and new urban scheme. Using recent case studies mainly from Asia, we will review how these different approaches have influenced and created the development programme.

09:40

THE AEROTROPOLIS: CATALYST FOR PASSENGER GROWTH

Tom Ruth, President & CEO, Edmonton International Airport, Canada

10:10

FROM LANDING STRIP TO CITY – EVOLUTION TOWARDS AEROTROPOLIS

Daniel Burkard, Director Non-Aviation Development, Moscow Domodedovo Airport, Russia

Airports originally served purely technical requirements: aeroplanes landed and took off with new passengers on board. Over the last 50 years this has changed dramatically. Passengers expect service and comfort, and airports can no longer rely on being financed by tax money. Aeronautical revenues alone cannot fund a whole airport. Searching for new sources of revenue, airports developed shopping and service concepts, which gradually outgrew the terminal limits into airport cities. As those became too small, a new concept was born: the aerotropolis.

10:40 - 11:00
BREAK

11:00

AIRPORT AREAS: THE NECESSARY CHANGE IN THE DEVELOPMENT PARADIGM

Elisabeth Le Masson, Member of the Board of Directors Hubstart Paris, Aéroports de Paris, France

The historical development model was based on high carbon economy and massive resources consumption. There is a growing general awareness that this kind of development is neither possible nor desirable in the long term. These issues need to be specifically addressed in airport areas due to their quick economic growth and the territorial impact of the development. The resolution of these issues is now a condition of economic attractiveness and social acceptance for the airport areas. So the airport areas development model is actually changing. A wide range of initiatives and innovations illustrate the new emerging model.

11:30

HELSINKI AIRPORT AREA – ATTRACTIVE AND SUSTAINABLE CITY OF OPPORTUNITIES

Minna Honkanen, Project Manager, City of Vantaa, Finland

Helsinki Airport is located in the city of Vantaa, which is the fourth biggest city in Finland. Vantaa's vision is to create an attractive, sustainable and lucrative airport city area around Helsinki Airport, called Aviapolis. Working in cooperation with public-private partnership, different stakeholders will be engaged in the development and to work for an airport area with best accessibility and innovative services – a location where people come from near and far.

12:00

GRAND AIRPORT CITY ISTANBUL – AIRPORT CITIES, BEYOND LOGISTICS AND BUSINESS

Mehmet Emin Atak, Master Planning & Development Manager, IGA Havalimanı İşletmesi AŞ - Istanbul New Airport, Turkey
David Green, Principal, Global Practice Leader, Perkins+Will, UK

Airport cities have been increasing as a project type in past years. However, most of these projects are simply support areas for the transportation and cargo logistics of the airport. With the Grand Airport City in Istanbul, we are proposing a city that operates in all ways as a traditional city. The development will be directly connected to the airport, in the same way train stations are connected to cities. This model should provide a highly efficient platform for remote travellers and others to use the facilities in a much more efficient and vital way.

12:30 - 13:45
LUNCH

13:45
PANEL DISCUSSION: DEVELOPMENT OF COHESIVE AIRPORT CITY/URBAN ENVIRONMENTS
True cohesive precincts that act as mixed-use centres within the growing densities of polycentric cities. Panellists to be announced.

14:10
Speaker changeover

14:15
AIRPORT CITIES – THE FRAPORT WAY
Klaus Jeschke, Project Director, Fraport AG, Germany
Two subjects have kept the airport community busy for years: the development of airports into hubs, and the development of airport cities. Fraport developed an airport city concept years ago. We will evaluate the airport city concepts from different points of view: the perspective of the airport operator/manager, regional aspects and the macroeconomic perspective. Different parties involved in airport city development pursue different targets. The Fraport experience in developing a cargo city and an entire airport city will give an overview of critical issues.

14:45
FROM THE GROUND UP: SMALL-SCALE STRATEGIES IN AEROTROPOLIS MASTERPLANNING
Noam Maitless, Associate Vice President, CallisonRTKL Inc, USA
Aerotropolis development exemplifies large-scale, top-down masterplanning, bringing international capital and super-regional competition to visionary cities across the globe. But reconciling the demands of world markets with local needs – infrastructure, cultural norms, social equity and jobs – is often a hurdle that constrains the effective adoption and execution of airport city development. This presentation will summarise our recent work in aerotropolis masterplanning, in the USA and internationally, and will discuss how small-scale, incremental development, community-focused efforts, and ground-up urban design strategies may have a critical influence on the successful planning and implementation of airport cities.

15:15
SHENZHEN – COLLABORATION IN PLANNING A FAST-GROWING AIRPORT AND CITY
Joeri Aulman, Airport Planner & Project Manager, NACO, Netherlands Airport Consultants, Netherlands
How to marry the urgent need for extra capacity of Chinese airports (Shenzhen in particular) with an airport city that is sustainable in the future? This case study covers fast-tracking long-lead items, at the risk of their design not being fully aligned with all future airport facilities. That issue is mitigated by the innovative design of 'interface facilities' such as the airport 'plaza' between long-lead items such as train stations and the terminal. The audience will witness how collaboration between client, consultant and city (transport) can lead to sustainable, future-proof airport cities.

15:45 - 16:05
BREAK

16:05
KEY ROLE OF AIRPORTS IN THE DEVELOPMENT OF FUTURE METROPOLIS
Maria Pou, Chief Executive Officer, B P & Partners, Spain

16:35
VALUE OF CONNECTIVITY FOR AN AIRPORT CITY OF THE FUTURE
Mari Peltomäki, Project Manager, Aviapolis/Airport Area Marketing Ltd, Finland
The presentation will describe how the public-private partnership has worked to deliver a new city at Helsinki Airport. The key elements and tools of success have been a joint vision, branding and cross-border cooperation. The Aviapolis area has been transformed from a backyard to a premium business destination; in the future it will also host new residents just five minutes from the airport. New city plans will totally transform the city to a truly sustainable and more dense city, with services and quality quarters with a connectivity beyond any other region in Finland.

17:05
LINS INTERMODAL POLE
Mario Luiz Ferreira De Mello Santos, President Director, Aeroquip - Equipment and Airport Operations Ltd, Brazil
The intermodal complex in the city of Lins is an ambitious project that will make the municipality – which is 430km from São Paulo – a national and international reference in the logistics chain and at the same time, attract investment from large companies. The project is articulated by the municipal council and a group of private consultants, and is based on the strategic location of the city and its airport in the geographic centre of the State of São Paulo.

17:35
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Candace McGraw, CEO, Cincinnati/Northern Kentucky International Airport, USA

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09:05 – 17:30

AIRPORT DESIGN, PLANNING & DEVELOPMENT

09:05

INTRODUCTION BY CONFERENCE CHAIRS

John Mok, Principal - Aviation, Jacobs, USA
David Tomber, Aviation Planning Program Manager, Port of Seattle, Seattle-Tacoma International Airport, USA

09:10

LOW-COST AIRPORT COLOGNE/BONN: PIONEERING AND SUCCESSFULLY FACING THE CHALLENGES IN AVIATION

Michael Garvens, Chairman of the Management Board & CEO, Cologne Bonn Airport, Germany

The global market situation is characterised by perpetual pressure on the legacy carriers by Gulf and low-cost airlines. Legacies lose passengers and cannot compete in the global marketplace. Airports are affected by these developments and have to adapt to the new situation. In 2002 Cologne Bonn Airport responded to this development and established the low-cost model in Germany. This success story – the number of passengers at Cologne Bonn Airport has doubled to 10 million – now continues with the establishment of low-cost long-haul routes. Cologne Bonn Airport is once again in the lead.

09:35

DESIGNING THE AIRPORT OF TOMORROW

Patrick Jeantet, Deputy CEO, Aéroports de Paris, France

In the fast-growing and increasingly competitive airport (transport) industry, Aéroports de Paris is shaping the airport of tomorrow. Increasing air traffic, changing safety requirements and new customer expectations (global, customised, etc.) are the main challenges. Aéroports de Paris is pursuing the objective of meeting these new needs by better serving customers with new services and operational efficiency. The smart airport will combine human care and technological approach thanks to the utilisation of robotics, drones, disruptive transportation system and new digital tools.

10:00

TAMPA INTERNATIONAL AIRPORT – A GLIMPSE INTO THE FUTURE

John Tiliacos, Vice President of Operations and Customer Service, Tampa International Airport, USA

Tampa International Airport, already one of the highest-rated airports in the world with regard to customer service, is currently in the beginning stages of a three-phase, US$2.8bn capital masterplan that will enable TPA to increase its passenger capacity to 35 million annual passengers by 2026. This presentation will provide the future vision of TPA as well as an overview of the renovation that will get us there. That renovation will consist of the implementation of a new ConRAC and APM, an expanded main terminal and completely reconstructed concessions environment between now and October 2017, immediately followed by the construction of a new control tower, new hotels and commercial real estate opportunities beginning in November 2017, and finally the creation of a mini-hub operation at Tampa through the construction of a new international terminal and consolidated security checkpoints beginning in 2020.

10:25

FRANKFURT AIRPORT FUTURE TERMINAL 3

Marcel Plaum, Vice President Terminal Development, Fraport AG, Germany

The presentation will give an insight into the planning of future Terminal 3 at Frankfurt Airport.

10:50
Q&A

11:00 – 11:20
BREAK

11:20

HANEDA UNIVERSAL DESIGN EVOLVED BY ADVANCED TECHNOLOGIES

Yusaku Kuhara, Vice President Customer Services and CS Office, Tokyo International Air Terminal Corporation, Japan

Haneda is a 5-star airport and boasts universal design and Omotenashi services. Tokyo will host the Olympic Games and Paralympics in 2020, and the airport will play an honoured role as the main gateway for all foreign tourists. The presentation will discuss ways to face an evolutionary challenge with Japanese state-of-art technologies.

11:45

LESS IMPACT AND GREATER RESULTS – RENOVATION OF A CAPITAL AIRPORT

Jou-jun Chen, Senior Technical Specialist, Civil Aeronautics Administration, MOTC, ROC, Taiwan

To accommodate bigger 4E aircraft and new international passengers, Taipei Songshan Airport (TSA), originally a domestic-flight hub, began a six-year renovation project in 2008. The project covered the whole airport area, including airside and landside. TSA was expected to maintain its high capacity during the renovation period. How to provide high-quality service while implementing construction works in the less-than-90-acre area inevitably posed a challenge for architects, civil engineers and airport administrators. The presentation will show how construction phases were intelligently planned and how new ideas were realised to tackle the challenge with great success.

12:10

BEIJING NEW AIRPORT: GLOBAL INTERDISCIPLINARY COLLABORATION FOR LARGE TERMINAL DESIGN

Cristiano Ceccato, Associate Director, Zaha Hadid Architects, UK

This presentation will showcase the Beijing New Airport project as an example of seamless global collaboration between allied professions in the AEC (architecture, engineering and construction) and the aviation-specific domains (terminal functionality, transport, costing,

operations and resilience). The project has achieved a high-quality terminal on a very large scale, which implements an innovative design vision in response to the many stakeholders, including the Government agencies in China, the airlines and the airport operator itself. The successful interaction between many parties involved in the project is testament to the overall team's ability to cross cultural and technical boundaries.

12:35
Q&A

12:45 - 14:00
LUNCH

14:00

LIVE FROM NEW YORK: THE USA'S BUSIEST AIRPORT SYSTEM

Thomas Bosco, Director of Aviation, The Port Authority of NY and NJ, USA

Thomas L Bosco, Director of Aviation for The Port Authority of New York and New Jersey, will present an overview of the current multi-billion-dollar capital programme for the agency's aviation facilities, which include John F. Kennedy International, Newark Liberty International, LaGuardia, Stewart International and Teterboro airports. This system, the busiest in the United States with more than 123 million air passengers in 2015, is undergoing extensive redevelopment, with construction of new terminals and related infrastructure recently completed, under way, or in planning across the system.

14:40

INTEGRATED PROJECT DELIVERY FOR AIRPORT CAPITAL IMPROVEMENT PROJECTS

Palmina Teta-Whelan, Senior Manager, Real Estate, Facilities, American Airlines, USA

American Airlines has successfully delivered numerous aviation capital projects using the Integrated Project Delivery (IPD) model. IPD is a project delivery approach that integrates owners, architects and contractors into a process that collaboratively harnesses the talents and insights of all participants to optimise project results, increase value to the owner, reduce waste and maximise efficiency through all phases of design and construction. The principles and case studies of American Airlines' success in implementing airport capital improvement projects with the IPD model will be presented.

15.10

AIRPORT FACILITY RENEWAL VS. REPLACEMENT

Kiran Merchant, CEO, Merchant Aviation, USA

Many airports are trying to address their ageing infrastructure needs. When an airport terminal facility reaches its end of useful life, owners/operators have to make a decision to either re-life the ageing facility or demolish and start afresh by building a new facility. The Airport Cooperative Research Program, Report 68: Guidebook for Evaluating Terminal Renewal versus Replacement was developed to provide guidance to airport professionals and policymakers in this important decision-making process. This presentation will address a complex process of conducting a systematic evaluation of options for renewal or rebuilding the airport facility, and review case studies of successful airport development programmes.

15:40 - 16:00
BREAK

16:00

INTRODUCTION BY PANEL CHAIR

Susan Baer, Global Aviation Leader, Ove Arup and Partners Ltd, USA

16:00

PANEL DISCUSSION: THE FUTURE OF AIRPORTS

Kristian Durhuus, Vice President, Chief Operating Officer, Copenhagen Airports, Denmark
Serkan Kaptan, Deputy CEO and Director Business Development & Investments, TAV Airports Holding, Turkey
Vince Granato, Chief Operating Officer, Port of Portland, USA
David Stewart, Head of Airport Development, IATA, UK
Melissa Gregg, Principal Engineer, User Experience Research, Intel Corporation, USA

With air travel continuing to grow significantly and technology changing even more quickly, will airports be ready for the changes over the next 30 years and be prepared to meet passenger expectations and demands? We explore the issues and potential solutions with a number of airport partners and experts from leading futuristic industries. We will expand on our research in a number of key themes around technology, collaboration, baggage, security, retail and the regulatory environment. We will look at how all these impact on humanising the air travel experience.

Melissa Gregg: A perspective on passenger experience and the role of technology in facilitating personal logistics in transit. This will build on our joint research into a number of key themes around technology, collaboration, baggage, security, retail and the regulatory environment; and how airports need to be prepared to meet passenger expectations and demands. We will look at how all these impact on humanising the air travel experience.

17:30

OPENING DAY PARTY IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

HOSTED BY Cologne Bonn Airport

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DAY 1 – TUESDAY 15 MARCH

08:45 – 09:00

WELCOME TO PASSENGER TERMINAL CONFERENCE & EXPO 2016 – OPENING ADDRESS

Michael Garvens, Chairman of the Management Board & CEO, Cologne Bonn Airport, Germany

All conference tracks will begin promptly five minutes after the opening address

09:05 – 17:35

AVIATION & BORDER SECURITY, CONTROL & FACILITATION

09:05

INTRODUCTION BY CONFERENCE CHAIRS

Eric Kaler, Director of Security, Hawaiian Airlines, USA
Art Kosatka, CEO, TranSecure, USA
Brian Engle, Director of Customer Service, Greater Orlando Aviation Authority, USA

09:10

COPING WITH NEW AND EMERGING THREATS

Alan Xavier Tan, Vice President Aerodrome Safety & Aviation Security, Changi Airport Group (Singapore) Pte Ltd, Singapore

With recent changes in the security landscape, how can airports keep up with the demands on security and their impact on airport operations? Beyond the standard security screening, what else would increase the security and safety of passengers and the airport infrastructure, particularly with self-serve processes being the driver for passenger services to cope with efficiency and capacity needs? What practical steps can airports take for security to continue to operate well?

09:35

MAKING THE CALL – AIRLINE DECISIONS OPERATING IN UNUSUAL CONDITIONS

Elena Carrington, Manager of Geo-Political Intelligence and Analysis, United Airlines, USA

The presentation will discuss: a day in the life of a security analyst, university programmes, government experience, the network, factors airlines consider before each operation, on the ground (departure and arrival considerations), in the air (over flight/routing), crew security (hotels and transportation), tools of the trade: information of value, airports/other airlines, host government, foreign government, private resources.

10:00
Q&A ?

10:10

INTRODUCTION BY PANEL CHAIR

Charles Sitkoff, Manager - Security Intelligence & Risk Assessment, Delta Air Lines, USA

10:10

PANEL DISCUSSION: UNDERSTANDING YOUR RISKS – THE USE OF PRIVATE INTELLIGENCE PROVIDERS

Shai Arbel, CEO, Terrogence Ltd, Israel
Andrew Nicholson, Global Security Director, MedAire, UK
Richard Jackson, Senior Manager, Political Violence, IHS, UK

The aviation security industry is increasingly dependent on intelligence services via the private sector. Their services are beneficial because these companies are able to provide accurate information. Some services provide a dashboard of global to-the-hour information; others provide deeper intelligence based on regular engagement with their customers. But most airlines and airports employ their own security directors and have relationships with government intelligence agencies, so why are the services of external companies required? What model of information is the best for the aviation sector? What is the value proposition and the risk for companies that do not employ such services?

11:00 – 11:20
BREAK

11:20

PUBLIC-PRIVATE PARTNERSHIP

Ronald Augustin, Deputy Senior Vice President, KLM, Netherlands

Civil aviation transports more than three billion people a year. Bridging continents, countries and people is the core purpose of international civil aviation. It is the main pillar of the world's economy. However, it is also an interesting industry for criminals. The developments in aviation and aviation-related crime have many parallels. Any modernisation in sales or operational adjustment in our business leads to alternatives in the modus operandi for wrongdoers too. Airlines and law enforcement agencies can have the same objectives. In those cases, mutual empowerment can lead to fantastic results.

11:45

EXPECT THE UNEXPECTED: ARE WE REALLY READY?

Graham Stubbs, Head of Security Compliance, Manchester Airport Group, UK

A discussion around preparedness, in light of the current threat picture, focusing on the existence of plans, the process around making effective decisions, and the ability to work in partnership with the emergency services.

12:10

HOW PREPARED ARE YOU?

Neville Hay, Detective Sergeant, Special Branch, Sussex Police, UK

How prepared are you? If you think you are, you're not. Community security awareness and reporting combined with intelligence gathering will create a security culture where everyone plays a part in security at a low cost, preventing and protecting, reducing the risk and vulnerability, integrated with SeMS. In times of crisis, having an informed workforce combined with technology

will lead to a prepared state to assist in dealing with a terrorist incident or one involving serious organised crime. Having a community communications platform and an essential communications platform will provide that link towards a holistic approach to security.

12:35
Q&A

12:45 - 14:00
LUNCH

14:00
THE FUTURE OF AVIATION SECURITY REGULATION

Peter Drissell, Director of Aviation Security, UK Civil Aviation Authority, UK

Civil aviation has long been a target for terrorists. How can operators be confident they have understood the evolving risks to their operations, and that their security arrangements are robust? Part of the answer lies in the adoption of security management systems, or SeMS. The UK has developed a framework for the security management system approach to operators' quality assurance, and the CAA is now leading its rollout in the UK. SeMS is also a necessary precursor to any future move towards a form of performance-based regulation, geared towards the delivery of security outcomes.

14:25
AVIATION SECURITY: CAN TECHNOLOGY ALONE BE THE SOLUTION?

Erick Bouraï, Head of Aviation Security Policy, Aéroports de Paris, France

In today's airports, the basic design and rationale of the passenger screening checkpoint is by and large influenced by concepts going back to the 1960s and 1970s. However there has been a dramatic shift in passengers' and airlines' needs since then. Airports have been unstinting in their efforts to maintain security operations at the highest level while at the same time striving to address their clients' needs, as well as adapting their resources and know-how to an evolving threat environment. It is time for us to re-think the process, but what should be its main component?

14:50
Q&A

15:00
PANEL DISCUSSION: CURRENT STATE OF SECURITY AFFAIRS

Charles Sitkoff, Manager - Security Intelligence & Risk Assessment, Delta Air Lines, USA
Elena Carrington, Manager of Geo-Political Intelligence and Analysis, United Airlines, USA
Eric Kaler, Director of Security, Hawaiian Airlines, USA
Erick Bouraï, Head of Aviation Security Policy, Aéroports de Paris, FRANCE
Ronald Augustin, Deputy Senior Vice President, KLM, NETHERLANDS

15:50 - 16:10
BREAK

16:10
UNDERSTANDING SOCIAL MEDIA IN YOUR AIRPORT

Donald Zoufal, Instructor, University of Chicago, USA

Social media powers myriad virtual communities in airports, discussing a wide scope of topics. Those conversations have implications for a range of organisational functions including: safety and security, emergency management, facilities and maintenance, and customer engagement. Understanding and reacting to those conversations can improve airport effectiveness and efficiency across numerous disciplines. A live demonstration of location-based social media listening and analysis will demonstrate how professionals across disciplines can understand the conversations occurring throughout the airport and form action plans to address events, incidents and concerns.

16:35
DATA-DRIVEN ANALYSIS OF AVIATION RISKS AND OPPORTUNITIES

Richard Jackson, Senior Manager, Political Violence, IHS, UK

The presentation will explore in detail an all-source, open-source approach to risk forecasting involving the use of a variety of intelligence sources (social and local media, human sources, geospatial intelligence). It will include their advantages and disadvantages, analysis methodologies, visualisation techniques to identify and understand the likely development of the risk environment and, importantly, the opportunities for the aviation sector around the world, including developing markets, using one or two case studies.

17:00
AIRPORT STAFF ACCESS CONTROL – TECHNOLOGY AND OPERATIONAL TRENDS

Dr Christer Wilkinson, Associate Vice President, Aecom, USA

Airport staff access control is an ongoing challenge at all airports. Control of access to secure and sterile areas is essential for a safe and secure aviation facility. This presentation outlines the current status and challenges of today's airport staff access control. It identifies new technologies available to manage and control staff access, compares these technologies with passenger processing and facilitation technologies, and provides an introduction to available standards and guidelines.

17:25
Q&A

17:35
OPENING DAY PARTY IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

HOSTED BY Cologne Bonn Airport

"A superb collection of expert speakers. Very expansive and there was something for everyone"
Richard Davis, Managing Director-Global Security, United Airlines, USA

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09:05 – 17:35

COMMERCIAL DEVELOPMENT, RETAIL, CONCESSIONS & MEDIA

09:05

INTRODUCTION BY CONFERENCE CHAIRS

Dr Patricia Ryan, CEO, Decision Services International LLC, USA
Jeremy Corfield, Partner, CPI, Australia

09:10

QUALITY IMPROVEMENTS AT VIENNA AIRPORT WITH FOCUS ON RETAIL

Julian Jäger, Member of Executive Board/COO, Flughafen Wien AG, Austria

The presentation discusses all the quality improvements at Vienna Airport in recent years, and will focus especially on the improvements achieved in retail and gastronomy.

09:35

AÉROPORTS DE PARIS – RETAIL STRATEGY PLAN TO 2016/2020

Mathieu Daubert, Retail Director, Aéroports de Paris, France

Aéroports de Paris will present its retail development programme for the next five years. We will focus on six main projects within our international terminals, plus some changes to our business model. The presentation will outline these projects and changes and how they will sustain our growth for the coming years.

10:00

TIME, SPACE, MINDSET, DIFFERENTIATION: TORONTO PEARSON'S RETAIL STRATEGY

Mike Ross, Director, Commercial Development & Passenger Communications, Greater Toronto Airports Authority, Canada
Janine Gervais, Associate Director, Passenger Programs and Communications, Greater Toronto Airports Authority, Canada

Toronto Pearson has been in a major redevelopment of its concession programme for the past five years. As the programme matures, the retail and food and beverage team needed to develop an integrated second-generation strategy to exceed passenger expectations and grow non-aeronautical revenue. The strategy has positioned time, space, mindset and differentiation to achieve this and take the programme to the next level.

10:25
Q&A

10:35 – 10:55
BREAK

10:55

PANEL DISCUSSION: EVOLVING CHANGES IN PASSENGER EXPECTATIONS

Passengers' expectations have been changing over the past years, although most airports continue five-, seven- or ten-year concession contracts and cannot react quickly to these changes. The panel will discuss the challenges associated with the changes in passenger expectations for food/beverage, duty free and retail, and how to accommodate these changes. Panellists to be announced.

11:20

AIRPORTS FOR WELCOMING CUSTOMERS NOT JUST PROCESSING PASSENGERS

Brian Woodhead, Commercial Director, Heathrow Airport Ltd, UK

Exploration of how the strategic intent of an airport ultimately translates to the customer's experience.

11:45

REIMAGINING THE JOURNEY: ENHANCING THE PASSENGER EXPERIENCE

Tiffany Green, Managing Deputy Commissioner of Revenue, Chicago Department of Aviation, USA

The presentation will focus on providing relevant and extensive quality offerings and facility design in a fluid retail environment while maximising non-aeronautical revenue. It will also discuss how technology, amenities, entertainment, retail mix, intermodal transportation, sustainability and marketing will impact the kerb to hold room journey. This journey can only be enhanced by understanding the needs and preferences of passengers.

12:10

REVAMP OF NICE COTE D'AZUR AIRPORT TERMINALS

Filip Soete, Chief Commercial Officer, Nice Cote d'Azur Airport, France

The presentation will discuss 'Faire vivre' – the most surprising commercial experience in a European airport.

12:35
Q&A

12:45 – 14:00
LUNCH

14:00

BUDAPEST AIRPORT'S EVOLUTION IN AIRPORT FOOD AND BEVERAGE OFFERS

Kam Jandu, Chief Commercial Officer, Budapest Airport, Hungary

Kam will present the changes in food and beverage offers at the airport over a time period that saw a new terminal built, a changing passenger demographic and the optimisation of square metres to ensure that product offerings and incomes from concessionaires are fit for purpose. BUD has experienced a huge rise in airport satisfaction ratings from passengers, positioning it as one of the best in class for food and beverage offers when compared with similarly sized peer airports in Europe.

14:25

INCREASING NON-AERONAUTICAL REVENUE IN A SMALL AIRPORT

Regina LaBega, Managing Director, Princess Juliana International Airport Operating Company, St, Maarten

Airports increasingly have to look to higher non-aeronautical revenues to boost their bottom lines. This becomes a challenge in a small airport like Princess Juliana International Airport (SXM) with an average annual passenger movement of 1.6 million. Finding the perfect mix of concessionaires with international brands while maintaining the local flavour and sense of place was therefore the goal when we embarked on a new retail strategy at SXM.

14:50

TRANSFORMING PNG'S AIRPORTS – BECOMING THE PACIFIC'S HUB OF CHOICE

Lionel Kapus, Terminal Operations Manager, Port Moresby International Airport, Papua New Guinea

National Airports Corporation, operator of 22 airports across Papua New Guinea, is on a journey to transform its airports. NAC has taken a strategic approach to developing and delivering international standard facilities at Port Moresby International Airport (PMIA), Papua New Guinea's major gateway. Drawing on best practice and expertise from around the world, Port Moresby has redeveloped its international terminal, creating a commercial offer that delivers world standard quality. It is currently refurbishing the domestic facility, in parallel with planning a major new terminal expansion to greatly increase capacity and significantly improve customer experience.

15:15

AIRPORT DEVELOPMENT

Gregory C Owens, Assistant Director, Miami-Dade Aviation Department, USA

The presentation will discuss the development of property on airport grounds.

15:40
Q&A ?

15:50 - 16:10
BREAK

16:10

AN INNOVATIVE FUNDING APPROACH TO TERMINAL DEVELOPMENT

Brian Ryks, CEO, Gerald R. Ford International Airport Authority, USA

The Gerald R. Ford International Airport has experienced tremendous growth over the past two years. A 40,000ft² terminal expansion project is needed to consolidate and streamline passenger screening and enhance the overall experience for airport customers. The airport has taken an innovative funding approach through corporate sponsorship and philanthropic funding to finance the project. The presentation will provide an overview of the process to introduce and build regional support for this innovate funding concept.

16:35

TARIFF DETERMINATION (TILL MECHANISM FOR EXPANDING AIRPORTS)

Bodapati Bhaskar, Senior Director - Finance & Support Services, Bangalore International Airport Limited, India

Does the single till mechanism cater to the requirements of expanding airports? It is quite clear that companies that are in an expansion phase need adequate capital for investments. It is quite obvious that under the single till mechanism, the tariff does not provide funds for expansion. The till mechanism should not only ensure adequate funds for operations and maintenance, but should also cater to further investments for expansion activities.

17:00

SHOW ME THE ROI! CALCULATING ECONOMIC FEASIBILITY OF PROJECTS

Marcelo Mota, Director of Operations & COO, Aeroportos Brasil Viracopos SA, Brazil

Projects are the way companies execute their strategies. Every project has to have declared objectives and expected results, reflecting its contribution to the corporate strategy, and there are always a large number of options of what to do in order to get those results. Among the factors that define which option should be adopted, there are two critical ones: the economic feasibility of the project and the amount of the return on the investment. This presentation introduces the principles of economic evaluation of projects and explores aspects of strategic alignment, risk analysis and monetary quantification of expected benefits.

17:25
Q&A ?

17:35

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Chris Poinsatte, CFO, Dallas/Fort Worth International Airport, USA

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09:05 – 17:35

CUSTOMER SERVICE & PASSENGER EXPERIENCE

SPONSORED BY DESKO

09:05

INTRODUCTION BY CONFERENCE CHAIRS

Beverly Lewis, East Coast Regional Manager, Alaska Airlines, USA
Hiosvany Muina, North America Airport Regional Manager, Copa Airlines, USA

09:10

CREATING MOMENTUM FOR INNOVATION IN KLM THROUGH DESIGN

Tiddo Veldhuis, Director Product Strategy, KLM, Netherlands
Dr Christine De Lille, Assistant Professor, Delft University of Technology, Netherlands

115 design students, 3 months and 13 projects = gaining momentum for innovation in KLM. Engaging employees all over the organisation, providing a new perspective on the current business, and being able to tackle urgent problems all at once created a ripple effect within KLM. This presentation shows the results of the KLM Design Challenge, covering topics ranging from creating a future scenario, digitising operations, new gate concepts and a new concept for the Crown Lounge.

09:35

A CUSTOMER-CENTRIC STRATEGY FOR AÉROPORTS DE PARIS

Laure Baume, Executive Director, Aéroports de Paris, France

Connecting Clients, our customer-centric strategy, is based on four axes: (1) Increase the number of destinations to/from Paris by speeding up prospection around high potential markets, with effective tools; (2) Bring service quality on a par with the best European airports, by implementing acceleration projects, developing an operational excellence culture and engaging the airport community; (3) Offer the best of the Paris experience through a unique services/shops offer; (4) Simplify and personalise the customer relationship, particularly with digital tools. This customer strategy will allow us to take up the company's business challenges whether in customer satisfaction, traffic or income per passenger.

10:00

CREATING WOW – HERE'S HOW

Douglas Stolls, Manager of Guest Relations, Central Baggage, Continuous Improvement, Virgin America, USA

Learn how to create memorable moments for your guests in the terminal or on board.

10:25
Q&A

10:35 – 10:55
BREAK

10:55

PASSENGER HANDLING CONTEST

Yohsuke Mabuchi, Director, All Nippon Airways Co Ltd, Japan

The contest has been held annually since 2008, and is known as a 'skill contest' internally. The participants are nominated from among the 4,000 staff of 51 airports, 50 domestic airports and PVG. One hundred and fifteen members of staff were nominated in the qualifying round. We are continuously conducting this contest to improve our qualities. Also, this contest is a very good opportunity to motivate not only our staff but also our airport offices.

11:20

WAY TO THE 'SMILE AIRPORT'

Koji Ishikawa, Executive Officer, New Kansai International Airport Company Ltd, Japan

To make Kansai International Airport (KIX) and Osaka International Airport (ITM) full of smiles, staff of the airport company, airlines, handling agencies, security companies, information, cleaning companies, public transportation, shops and CIQ continue to challenge themselves as 'All KIX & ITM'. In this presentation, we introduce our Smile Airports through a variety of our efforts.

11:45

BODY LANGUAGE – FOR THE CUSTOMER AND FOR YOU

Beau Vanderford, Airport Manager, Copa Airlines, USA

The presentation will focus on body language and how it affects the customer. We will also discuss how to develop and train staff to be aware and develop the right and wrong kinds of body language. Finally and most surprisingly, we will discuss how body language affects the person using it.

12:10

HOW TO GET EVERYONE ON THE CUSTOMER EXPERIENCE TRAIN

Jim Parashos, Director Operations & Customer Experience, Darwin International Airport, Australia

In late 2014 Darwin Airport completed its largest expansion project since the terminal was built in 1991. The expanded terminal offers double the capacity in all functional areas. While completing the expansion, attention turned to ensuring that customer experience was maximised. This is not something that can be expected automatically from a new facility. So how do you get everyone on board the customer experience train? The presentation will explain how to get the recipe right for outstanding customer experience, and what the key ingredients are.

12:35
Q&A

12:45 – 14:00
LUNCH

14:00

TRAINING FOR SUCCESSFUL SYSTEMS IMPLEMENTATIONS

Allen Lainez, Airports Training Director, Copa Airlines, Panama

We will overview the key training milestones and the critical components of a successful training strategy that accompany successful systems migration or adoption for airlines, ensuring a seamless passenger experience and outstanding business results.

14:25

PLANE LEADERSHIP – REAL AIRLINE LESSONS TO BUILD YOUR TEAM

Eric Starks, Airport Manager, Virgin Atlantic Airways, USA

During these challenging times there is an immediate and urgent demand for management practices that cost little and motivate employees to thrive in their work environment. Eric hits the nail on the head with many of his ideas regarding innovation in the workplace and ways to build teams that take the initiative; ideas that are based on real-life examples built on working in the airline industry. Eric believes that everyone should contribute to the constant improvement of the organisation, feel valued for their work and be recognised when a team wins.

14:50

REDESIGNING KLM'S SERVICES REGARDING UNACCOMPANIED MINORS

Margarita Uña Borràs, Experience Designer, KLM, Netherlands

Tiddo Veldhuis, Director Product Strategy, KLM, Netherlands

Every year KLM carries around 30,000 unaccompanied minors (UM), children between the ages of five to fourteen, who either travel alone or in a different travel class than their accompanying adult. The UM service is a complex process, which involves different actors and interactions through many steps. The connections and procedures between these different component parts of the service lack harmony and synchronisation, which in turn adversely affects the performance of the service. This presentation shows how KLM has tackled its UM service and is able to truly offer a great experience for minors and their parents.

15:15
Q&A ?

15:25 - 15:45
BREAK

15:45

INTRODUCTION BY PANEL CHAIR

Antoine Rostworowski, Director, Airport Customer Experience and Technology, ACI World, Canada

15:45

PANEL DISCUSSION: AIRPORT SERVICE QUALITY (ASQ): TOOLS TO FACILITATE AIRPORT DECISION MAKING

Aymeric Dussart, Director - Strategy and Business Data, Aéroports de Montréal, Canada

Ja-Hwan Kang, CS Manager, Incheon International Airport, Korea

George Efkolides, Head of Research, Data & Reporting, Heathrow Airport Ltd, UK

ACI's Airport Service Quality (ASQ) is the world-renowned and globally established global benchmarking programme measuring passengers' satisfaction while they are travelling through an airport. This data is a strong tool for airports to better prioritise projects, evaluate their impact, know what the most important aspects are for passengers and benchmark with other airports. This feedback provides the intelligence to make better decisions and optimise investments and initiatives. Why is it important to give a voice to passengers? What tools are available? How can ASQ help in assessing an airport's performance and help market it more successfully?

16:35

AIRPORT HOSPITALITY REDEFINED – CUSTOMER ENGAGEMENT THROUGH SERVICE INNOVATION

Rekha Nair, Head Airport Services, Mumbai International Airport Pvt Ltd, India

With the changing role of airports in air travel today, any world-class airport has a lot to offer for its travellers. However, the accessibility of passengers still by and large depends on signage and traditional information counters. This provides an opportunity for airport operators to identify and develop non-traditional offerings. Mumbai International Airport introduced Pranaam for redefining the concept of airport hospitality, with the aim of turning the airport into an experience point beyond its functional importance. Pranaam is a unique concept that wraps various service offerings in a customised package that meets specific requirements of passengers from various strata.

17:00

OPPORTUNITY AND CHALLENGE: PROVIDING DIGITISED MEDIA AND SERVICES AT AIRPORTS

Laurent Safar, CEO, Adaptive Channel, France

The maturity of passengers' own mobile devices is changing how passenger services can be provided, and new revenue streams found and exploited, at airports. However, many challenges remain to be solved to ensure passengers always have the connectivity they need, to services relevant to their context, presented in a convenient form for the user. Achieving this balance for airports, airlines and other stakeholders is critical to success in customer service, revenue generation and loyalty reinforcement. This presentation considers techniques and technologies that can help realise the full opportunity of service to passenger mobile devices.

17:25
Q&A ?

17:35

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09:05 – 17:05

ENERGY, ENVIRONMENTAL ISSUES & SUSTAINABILITY

09:05

INTRODUCTION BY CONFERENCE CHAIRS

Emanuel Fleuti, Head of Environment, Flughafen Zürich AG, Switzerland
Léa Bodossian, Secretary General, ARC, Belgium

09:10

CLIMATE-PROOFING THE AIRPORT OF THE FUTURE: KEEPING PASSENGERS MOVING

Rachel Burbidge, Environment Policy Officer, Eurocontrol, Belgium

The impacts of climate change are an operational and business risk for aviation. Many airports are already considering how to make operations and infrastructure more resilient to the potential impacts of climate change. However, it is also important to consider the passenger perspective. This presentation will follow on from Eurocontrol's presentation at Passenger Terminal CONFERENCE 2015 by identifying the specific challenges involved and what measures might be taken.

09:40

ENERGY-EFFICIENCY EURO-POLICY AND HOW TO MAKE WORK FOR YOU

Andrew Dutton, Head of Environment, Liverpool John Lennon Airport, UK
Brendan Tapley, Associate Director, Sustainability and Energy, WSP | Parsons Brinckerhoff, UK

Europe is getting serious about energy efficiency, with its 2020 and 2050 Energy Strategies and the recent Energy Efficiency Directive (EED). What are the opportunities for airport-based businesses and airlines? Come and find out from the coordinators of the ACI's Airport Carbon Accreditation Programme and also how this has been applied at Liverpool John Lennon Airport.

10:10

SAN DIEGO INTERNATIONAL AIRPORT: BUILDING AN ENDURING AIRPORT ENTERPRISE

Thella Bowens, President & CEO, San Diego International Airport, USA
Paul Manasjan, Director of Environmental Affairs, San Diego County Regional Airport Authority, USA

In 2008, the San Diego County Regional Airport Authority Board adopted one of the first sustainability policies for a major airport in the United States. Since then, the Authority has embarked on a major development programme intended to optimise the sustainable use of the airport's constrained 661-acre footprint while maximising future capacity. This programme includes LEED Platinum-certified buildings, a new 12kV microgrid for energy efficiency, a multi-faceted water conservation effort, and a carbon-offset programme, all integrated in an airport sustainability management system.

10:40 – 11:00
BREAK

11:00

HOW GOOD DESIGN SAVED US MONEY

Neil Moran, Dublin Airport Terminals Asset Manager, DAA, Ireland

The presentation concerns the design for Dublin T2 and the goal to deliver highly efficient and flexible building services systems. It will address design drivers and solutions selected, metering systems introduced and the data and learning resulting from this, and how DAA has customised and refined the controls to drive down energy consumption by 6% year on year and, in addition, the virtuous benefits associated with optimised lifecycle costs.

11:30

ENVIRONMENTAL CONSTRAINTS TO THE DEVELOPMENT OF AIRPORTS

Emanuel Fleuti, Head of Environment, Flughafen Zürich AG, Switzerland

Airports may face various constraints to their development. This presentation highlights environmental constraints in terms of local air quality, greenhouse gas emissions or energy usage, and discusses some legislative developments in this respect.

12:00

ENV: ENERGY, WATER, AIR POLLUTION, GLOBAL WARMING, BIODIVERSITY TO MAINTAIN HABITATS

Mohamed Al-Katheeri, General Manager - General Aviation Airports, Abu Dhabi Airports, United Arab Emirates

The presentation will update the aviation community and experts on environmental constraints and share with them where we see present and future environmental constraints: energy and water to run the airport, local air pollution, global warming, space to accommodate airport expansions, and biodiversity to maintain habitats.

12:30

AIRPORT NOISE MITIGATION: EU BENCHMARKING

Pascal Garreau, Consultant, Arcandia Consulting, Belgium

As ACI-World has said, "noise is often the main obstruction to airport permission to grow." In that perspective this presentation, based on the results of a European benchmark made for Airport Regions Conference, shows the way noise is managed in the largest EU airports. It compares the different tools used, the ways they are implemented, the defined priorities and the link with the specific local context. This overview pinpoints that, all things considered, noise is not only a technical issue but also a matter of relationships between airports, airlines, local authorities and people living in the neighbourhood.

13:00 – 14:15
LUNCH

14:15

LOCAL AIR POLLUTION: THE CHALLENGE OF ULTRAFINE PARTICULATE MATTER

Jesper Jacobsen, Senior Project Manager, Copenhagen Airports, Denmark

An introduction to the Copenhagen Airports Air Quality Programme with special attention to ultrafine particulate matter (UFP). Ultrafine particles are particulate matter of nanoscale size (less than 100 nanometres in diameter). Why does CPH fight UFPs when regulations do not exist for this size class of ambient air pollution particles? The presentation will summarise the actions to fight UFP.

14:45

CURRENT ENVIRONMENTAL CHALLENGES – STRATEGIES FOR NATURE PROTECTION AND BIODIVERSITY

Hermann Blomeyer, Vice President, Munich Airport, Germany

Presentation of the current environmental challenges for an airport and considerations of strategies for nature protection and conservation of biodiversity.

15:15

TREATMENT OF DE-ICING CONTAMINATED WATERS WITH INNOVATIVE CONSTRUCTED WETLANDS

Tomaso Barilli, Environmental Manager, Aeroporto G. Marconi di Bologna SpA, Italy
Giovanni Pede, Project Manager, SINERGIE Soc. Cons. a r.l., Italy

Presentation of the project WATAIR, in which five EU airports (one in DK, one in IT, three in CZ) will be involved as pilot sites for the testing and demonstration of an innovative concept of constructed wetland for the treatment of de-icing waste water.

15:45 - 16:05
BREAK

16:05

COCHIN INTERNATIONAL AIRPORT – THE WORLD'S FIRST FULLY SOLAR-POWERED AIRPORT

A M Shabeer, Executive Director, Cochin International Airport Limited (CIAL), India

CIAL, the first PPP airport in India, commenced its operation in 1999. Last year it handled 6.4 million passengers. Up until August 2015, the power required for the airport was obtained from the state power company. In August, a 12Mwp solar PV plant was commissioned by the airport. It cost US$9.40m and produces 52,000 units per day, fully meeting its requirement. In 25 years, this plant will have cut 300,000 MT of CO_2 emissions, which is equivalent to planting three million trees or not driving 750 million miles.

16:35

DESIGNING ECO-FRIENDLY LOW-COST AIRPORT TERMINALS FOR THE INDIAN SUB-CONTINENT

Sandeep Goel, Principal Architect, SGA Design Lab, India

The terminal at Maharana Pratap Udaipur Airport has six operational check-in counters scalable to 10 counters, two aerobridges for Airbuses/Boeings and two bus gates for ATRs. It has provision for Immigration and Customs, and a handling capacity of 600 passengers during peak hours. The terminal is eco-friendly and has been designed on sustainable principles, i.e. use of solar energy, minimal heat gain through glazing system, low energy consumption electrical fittings, water harvesting, and waste water recycling through STP. The terminal has been awarded the IBC Excellence in Built Environment award.

17:30

OPENING DAY PARTY IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

HOSTED BY Cologne Bonn Airport

DAY 1 - TUESDAY 15 MARCH

08:45 - 09:00

WELCOME TO PASSENGER TERMINAL CONFERENCE & EXPO 2016 – OPENING ADDRESS

Michael Garvens, Chairman of the Management Board & CEO, Cologne Bonn Airport, Germany

All conference tracks will begin promptly five minutes after the opening address

09:05 - 17:30

MANAGEMENT & OPERATIONS

SPONSORED BY DESKO

09:05

INTRODUCTION BY CONFERENCE CHAIRS

Alaistair Deacon, Airport Operational Systems Consultant, aldeacon.com, UK
Etienne van Zuijlen, Head of Business Development - Airport Operations, SITA, Netherlands

09:10

COST OF DELAYS – WORLDWIDE OVERVIEW AND ON-TIME PERFORMANCE SIGNIFICANCE

Goran Isakovski, Associate Solution Designer, SITA, Switzerland

The presentation starts by introducing a model for estimation of costs to airlines due to delay. It continues by introducing summarised cost estimates due to delay per region of the world. Several statistics and implication effects are further presented and discussed. The presentation concludes with the summarised worldwide overview and statistics of delay. The study was performed on approximately 150 worldwide airlines and is the first study of costs of delays to include all regions of the world. The model is developed in a realistic and conservative manner so as not to overvalue delays.

09:35

REVIEW OF LOCAL AND NETWORK BENEFITS OF ACDM IN EUROPE

Denis Huet, Senior Expert, Eurocontrol, Belgium

Collaboration between various key actors is critical to improve airport performance for passengers and airlines. The SESAR Airport Operations Center (APOC) builds on A-CDM implementation to further develop airport performance and connection to the network. It adds landside aspects (passenger experience) and provides new support-to-decision tools. In close cooperation with 16 European CDM airports, Eurocontrol has analysed the impact of CDM implementation

on local and network performance against a large set of key performance indicators to quantitatively inform the extension of CDM to APOC.

10:00

IMPROVED DEPARTURE PLANNING AUTOMATION FOR REGIONAL AIRPORTS

Anthony Gibson, Manager Air Traffic Services, HIAL, UK
Dr Christopher Moody, Business Development Director, Transport Systems Catapult, UK

Departure planning information (DPI) introduces electronic sharing of real-time data about a flight's departure, between UK regional airports and the European Network Management Directorate. The project's objective is to improve the accuracy of information relating to the departure of an aircraft, thereby reducing uncertainties and enabling Air Traffic Control to make better use of the airspace capacity available, while maintaining and improving safety. The key benefits of DPI include fewer and less penalising delays both on the ground and in the air, and improving the overall passenger experience.

10:25

ONE YEAR ON: RESULTS OF TIME BASED SEPARATION AT LHR

Andy Shand, GM Customer Affairs, NATS, UK
Kevin Hightower, Senior Technical Lead, Transportation, Lockheed Martin, UK

Time Based Separation (TBS), a new approach to arrival sequencing that calculates aircraft final approach separation by time instead of the traditional distance approach, has been operational at LHR for 12 months. Intelligent Approach combines aircraft derived wind data, arrival management tools, approach control ATC and the core TBS automation. As well as offering considerable reductions in delays and an increase in runway resilience, TBS is in the process of being mandated within some EU airports by SESAR as part of the European Air Traffic Management Master Plan.

10:50
Q&A

11:00 - 11:20
BREAK

11:20

DELIVERING ACDM IN A MULTI-AIRPORT ENVIRONMENT – THE AVINOR EXPERIENCE

Flemming Hølvold, Portfolio Manager Airport Terminal Systems, Avinor, Norway
John Bissett, Director, Global Airports, Lockheed Martin, UK

Implementing ACDM at a single airport is difficult enough. Achieving it across multiple airports in a single deployment – while offering significant benefits – presents unique challenges that are specific to multi-airport environments. Avinor is doing exactly that. Join this session to find out about their progress to date on ACDM deployments across three airports in Norway, with the ultimate goal of delivering a fully integrated, multi-airport AODB that will connect 56 Avinor airports in a single ACDM deployment.

11:45

INTERACTION – IMPROVING TURNAROUND MANAGEMENT BY INCREASING INFORMATION SHARING

Nikolaos Papagiannopoulos, Project Leader, Business Information Systems & Technology, Athens International Airport, Greece
Juan Francisco García López, Innovation and Strategy Manager, Indra, Spain

More than 30 tasks are conducted during turnaround; therefore the turnaround milestones defined in A-CDM do not suffice to manage these activities and mitigate the effect of events. One solution developed in the FP7 INTERACTION project is a centralised turnaround information management platform, integrating information from different airport processes, which increases the information sharing between all involved stakeholders, providing an improvement in the common situational awareness. The platform provides a performance management tool that raises warnings and alerts when one task steps out of schedule; and a collaborative decision-making tool that will help solve events in real time.

12:10

DECIPHERING TAM – FROM CONCEPT TO PHASED IMPLEMENTATION

Velissarios Eleftheriou, A-CDM Implementation Manager, Dubai Airports, United Arab Emirates

Steve Zerkowitz, Group CEO, BluSky Services Group, Belgium
Total Airport Management (TAM) is a promising but broad concept. This presentation describes a proposed methodology to implement TAM through well-defined, proven and relatively simple steps. The proposed methodology builds on elements from airport collaborative decision making (A-CDM), turnaround integration in trajectory and network (TITAN), trajectory-based operations (TBO) and airport optimisation. Exactly like with A-CDM, the priority lies in well-defined and robust processes prior to any advanced IT tool implementation.

12:35

INTEGRATION OF LANDSIDE PROCESSES INTO THE AOP

Juan Ramon Matas Sebastia, Head of Operations Planning Department, AENA, Spain

Synchronism at the right time between the aircraft readiness to depart and the payload onboard is the aim of all airport stakeholders. Nowadays, although the aircraft process might be more than well monitored by the well-known A-CDM, passenger processes are not sufficiently monitored to detect potential losses of that synchronism. Monitoring the passenger flow at security control areas can provide an early alert to the airport stakeholders of any disruption detected in landside (passenger process) that may have an impact on the departure of the aircraft. Thus, new mitigation actions and procedures may be applied to recover the sought-after synchronism.

13:00
Q&A

13:10 - 14:30
LUNCH

14:30

SMART SERVICE UMBRELLA FOR AIRPORT SERVICES COORDINATION

Athanasios Titonis, Managing Director, Cologne Bonn Airport, Germany

To optimise 24/7-operation – especially in difficult conditions (i.e. capacity restrictions due to operational challenges) – we have developed a cross-process information and decision-support system. In cooperation with the Fraunhofer Institute (FKIE), the system was initially geared and optimised to operational critical processes of winter performance. The following improvements have been achieved: incorporation of several systems into one single source of information, optimisation of resources (staff, equipment), provision of substantial documentation for all stakeholders, improvement of working conditions, introduction of mobile solutions, improvement of safety.

14:55

SENSOMUC: WAITING TIME MEASUREMENT AT MUNICH AIRPORT

Martin Augustin, Head of Processes, Terminal 2 Management Company Munich Airport, Germany
Martina Dauner, Project Manager Terminal Planning and Simulation, Munich Airport , Germany

The presentation will discuss: why MUC needs waiting time measurement and how it can help ease the airport's main problems; where and how MUC measures waiting times; output of the SensoMuc system; next steps – how SensoMuc can further support airport operations and planning.

15:20

USING PASSENGER WAITING TIME DATA TO OPTIMISE CHECK-IN EFFICIENCY

Esben Kolind, Head of Operational and Business Analysis, Copenhagen Airports, Denmark

Using industry-leading sensor technology, Copenhagen Airport now has a full overview of the passenger show-up profiles, waiting times, flows and queue lengths in the entire check-in area. In this presentation, you will learn how Copenhagen Airport uses this data to dynamically optimise the allocation of check-in counters, provide detailed performance follow-up for the service level agreement, collaborate with airlines and ground handlers to reduce the total cost of operation as well as postponing costly new check-in facilities by lowering the total counter demand.

15:45
Q&A

15:55 - 16:15
BREAK

16:15 – 17:30

PANEL DISCUSSION: FROM A-CDM TOWARDS TOTAL AIRPORT MANAGEMENT: EXPERIENCE & VIEWS OF THE PRACTITIONERS

Karl-Heinz Keller, Business Manager / Airports & TAM, German Aerospace Center / AT-One, Germany
Heini Noronen-Juhola, Vice President, Helsinki Airport /Finavia Oyj, Finland
Velissarios Eleftheriou, A-CDM Implementation Manager, Dubai Airports, United Arab Emirates
Marcelo Mota, Director of Operations & COO, Aeroportos Brasil Viracopos SA, Brazil

Velissarios Eleftheriou and Marcelo Mota will each make a five-minute presentation following Karl-Heinz Keller and Heini Noronen-Juhola's scene-setting presentations. Followed by panel discussion and Q&A with the audience.

16:15

COMPETITION AND COOPERATION – THE FUTURE OF PERFORMANCE-BASED AIRPORT MANAGEMENT

Karl-Heinz Keller, Business Manager / Airports & TAM, German Aerospace Center / AT-One, Germany

Future airport operations need to go further with A-CDM, enabling real collaboration between stakeholders based on a broader set of information available. Information sharing among aviation actors at the airport will be the key success factor for optimising available physical capacity and quality of service in general. It will also substantially increase productivity. This is the basis of TAM and its successor, Performance Based Airport Management (PBAM) – KPI-based total airport management.

16:25

CDM SOLUTIONS AT HELSINKI AIRPORT

Heini Noronen-Juhola, Vice President, Helsinki Airport /Finavia Oyj, Finland

Helsinki Airport has had A-CDM up and running since 2012. The presentation will discuss what we have learned and gained from it.

17:30

OPENING DAY PARTY IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

HOSTED BY Cologne Bonn Airport

"Very informative and a great way to learn about all the new products available to enhance the traveller's experience"
Phillip Lindsey, MD Airport Customer Service, Delta Air Lines, USA

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DAY 1 – TUESDAY 15 MARCH

08:45 – 09:00

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Michael Garvens, Chairman of the Management Board & CEO, Cologne Bonn Airport, Germany

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09:05 – 17:30

TECHNOLOGY: SYSTEMS INTEGRATION & AUTOMATING BUSINESS PROCESSES

SPONSORED BY DESKO

09:05

INTRODUCTION BY CONFERENCE CHAIRS

Al Lyons, Firmwide Director of IT & Electronic Systems, HOK, USA

Maurice Jenkins, Director, Information Systems and Telecommunications, Miami Dade Aviation Department, USA

09:10

INTRODUCTION BY PANEL CHAIR

Antoine Rostworowski, Director, Airport Customer Experience and Technology, ACI World, Canada

09:10

PANEL DISCUSSION: AIRPORT COMMUNITY RECOMMENDED INFORMATION SERVICES (ACRIS): FACILITATING WEB DATA EXCHANGE

Albert van Veen, CIO, Amsterdam Airport Schiphol, Netherlands

Michael Zaddach, Senior Vice President Information Systems (CIO), Munich Airport, Germany

Dr Rolf Felkel, VP Airside, Landside & Security Applications, Fraport AG, Germany

Data update, data exchange and BI are at the forefront of many industry discussions and debates. The Airport Community Recommended Information Services (ACRIS) provides the required standard to utilise the web to share various information. The ACI ACRIS committee has been working with key industry players and associations to define standards to exchange data and to communicate more effectively and efficiently with each other. Various projects using ACRIS have been deployed at different sites such as: ACDM, baggage drop and seamless travel. This presentation will provide an overview of ACRIS and share examples of best practice.

09:55

PRACTICAL USE OF CAPABILITIES WITHIN THE IT ASSET MANAGEMENT FRAMEWORK

Henriette Joost, Head of IT Asset Management, Copenhagen Airports, Denmark

The presentation will discuss using capabilities and a capability map as a concept in an airport, and the value that it brings to Copenhagen Airport. It will also cover using a capability map to structure and support IT asset management both in the buildup phase and in operation.

10:20

ENABLING IT TO IMPROVE THE PASSENGER EXPERIENCE AT TORONTO PEARSON

Sean Sutton, IT Manager, Customer Experience Programs, Greater Toronto Airports Authority, Canada

As Canada's largest and North America's second largest international airport, Toronto Pearson welcomed over 40 million passengers in 2015 and is a key North American hub airport. In 2013, 45% of all traffic was international connections, which are anticipated to grow to 55% by 2030. To minimise connection times, ensure smooth passenger flow and an excellent passenger experience, Toronto Pearson has implemented several IT systems. The presentation will profile several critical IT implementations, integrations and lessons learned through the International to Domestic (ITD), Automated Passport Control (APC), Baggage Identification Weight and Image System (BIWIS) and Security in Advance (SIA) initiatives.

10:45
Q&A ?

10:55 – 11:15
BREAK

11:15

PERTH AIRPORT AND NEXT-GENERATION CLOUD-BASED COMMON USE

Rowan Chalmers, Executive General Manager Operations and Customer Experience, Perth Airport, Australia

Carl Rogers, Head of Solution Design for Passenger Processing Services, Amadeus, UK

Perth Airport has successfully implemented a next-generation cloud-based common-use system. Thanks to this system Perth Airport has improved the customer experience by increasing efficiency, offering unprecedented modernisation such as using tablets and mobile devices for check-in and boarding in a true air transportation collaborative approach. In addition, airlines at Perth Airport will now benefit from a 26% reduction in passenger processing costs thanks to improvements across the entire journey.

11:40

SMART AIRPORT HONG KONG

Ricky Leung, Deputy Director, Engineering & Technology, Airport Authority Hong Kong, Hong Kong

Hong Kong International Airport (HKIA) is a leader in global aviation and one of the busiest airports in the world. We are committed to adopting advanced technologies to continuously enhance our levels of operational efficiency and our passenger experience. The aviation industry has been consistently searching for new technologies to improve efficiency and cost-effectiveness in providing better products and services. Hong Kong is home to a great number of technology companies and research institutes at the forefront of developing these technologies and applications.

12:05
Q&A ?

12:15

INTRODUCTION BY PANEL CHAIR

Maurice Jenkins, Director, Information Systems and Telecommunications, Miami Dade Aviation Department, USA

12:15

PANEL DISCUSSION: TECH-SAVVY AIRPORTS

John Newsome, Director of Information Technology, Greater Orlando Aviation Authority, USA
Sello Mmakau, Group Chief Information Officer, Airports Company South Africa, South Africa
Suhail Kadri, Vice President, Information Technology, Hamad International Airport, Qatar
Ricky Leung, Deputy Director, Engineering & Technology, Airport Authority Hong Kong, Hong Kong

The panel will discuss the latest projects and initiatives embarked on by airports to meet customer demand, and drive innovation and efficiencies.

12:45 - 14:00
LUNCH

14:00

FUTURE TECHNOLOGY ENHANCING NON-AERONAUTICAL REVENUE, OPERATIONS AND PASSENGER EXPERIENCE

Alan Newbold, Director Digital, Transport, Ove Arup and Partners Ltd, UK

With technology changing so quickly, we explore the impact it will have on aviation over the next 10 years. We will address how airports can best use technology to improve passenger experience; how airports can capitalise on technology trends to increase non-aeronautical revenue generation; and how airports can reduce the cost of operations through the effective deployment of technology. Alongside major airport partners, we will present five key themes, highlighting the main opportunities and challenges that changing technology will provide. The presentation is particularly important for airports that are not investing in substantial capital projects.

14:15

HOW FUTURE TECHNOLOGY WILL ENHANCE AIRPORT OPERATIONS AND PASSENGER EXPERIENCE

Suhail Kadri, Vice President, Information Technology, Hamad International Airport, Qatar

The presentation will describe how HIA is investing in technology to maintain its position as the Best Airport in the Middle East. Areas covered will include new investment in innovative passenger services. In addition the presentation will describe how airport stakeholders are working together to deliver efficient passenger-facing services and how the airport operational systems will support this in the future.

14:30

SELF-SERVICE INITIATIVES ENHANCING OPERATIONS AND PASSENGER EXPERIENCE IN MULTI-AIRLINE ENVIRONMENTS

Mark Walker, Business Change, Operational Excellence & Process Improvement, Heathrow Airline Operators Committee (AOC) Limited, UK

The majority of aviation's most innovative self-service solutions have, to date, been delivered by single airlines in their hub airports. In a large international airport, how is it possible to deploy new self-service solutions that have the potential to benefit all airline customers? The Airline Operators Committee (AOC) will provide insight into how collaboration can successfully deliver the solutions that passengers increasingly expect and demand, all in a shared terminal environment.

14:45

THE DIGITAL PASSENGER AND THE AIRPORT INFO-HUB

Dr Nektarios Psycharis, Supervisor Business Intelligence, Athens International Airport, Greece

The presentation focuses on the digital channels through which the passenger interacts with the airport, and the corresponding data that can be utilised by the airport operator in many different ways. Therefore, the concept of the airport's Big Data will be addressed, indicating the data/information utilisation based on different business cases, such as e-parking.

15:10

BAG TRACKING WITH BEACON TECHNOLOGY: FROM PILOT TO PRODUCTION

Paolo Sgroppo, Operations Director, Bologna Airport, Italy
Giovanni Antinozzi, CEO, Airlogs, Italy

The presentation is update of the pilot project presented last year. Everyone knows that loss of baggage is one of the events that most negatively affects the customer experience. With Bluetooth Low Energy (BLE) technology we realised a community-based tracking baggage system in an extremely simple way and without significant investment. We will show you the evolution of the project from the starting idea to production.

15:35
Q&A

15:45 - 16:05
BREAK

16:05

GETTING A MORE CUSTOMER-CENTRIC SMART AIRPORT BY USING DIGITALISATION

Arndt Podzus, Head of Digital Business, Cologne Bonn Airport, Germany
Josef Schmitz, Vice President Travel Solution Consulting, T-Systems International GmbH, Germany

Digitalisation is changing the world of business and private life. What will be the impact for airports? Can the new technology supply the answer to the new demands from the business side? This presentation gives answers to this and describes the future of the smart airport from the perspective of an IT provider and an airport.

16:30

UTILISING PASSENGER FLOW TO OPTIMISE AIRPORT OPERATIONS AND RETAIL

Mike Ross, Director, Commercial Development & Passenger Communications, Greater Toronto Airports Authority, Canada
Dr Nick Koudas, CEO, Aislelabs Inc, Canada

We will present an overview, key findings, learnings and successes deploying a platform for operational analytics at the GTAA over the last year. We will provide details on the information we collect and display in real time, associating passenger flow in airport with flight status, highlight its predictive power, present operational insights achieved

and, time permitting, show some live examples. In terms of retail optimisation, we will detail how the platform uncovers optimisations in passenger flow at various checkpoints that, when implemented, are capable of increasing passenger spend and airport retail revenue by very large factors.

16:55

IT STRATEGIC PLANNING – THE AIRPORT INDUSTRY VERSUS OTHER VERTICALS

Michael Ruff, Deputy Director General of Information Systems, Israeli Airports Authority (IAA), Israel
Ralphy Speier, Senior Strategic IT Consultant, RS & Co. IT Consultants, Israel

The presentation will discuss the process and outcomes of the strategic plan for the IT of the Israel Airports Authority, and will compare the different emphases for developing strategic plans for airports versus other verticals. The main issues that will be analysed will be the different priorities between the verticals: for the airport industry it starts from security and safety as a first priority through operational challenges to financial stability; in other verticals, the first priority is the finance issues through operational issues targeted at profit.

17:20
Q&A

17:30

OPENING DAY PARTY IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

HOSTED BY Cologne Bonn Airport

DAY 2 - WEDNESDAY 16 MARCH

09:00 - 17:30

AIRPORT CITIES & TRANSPORT CONNECTIONS

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Léa Bodossian, Secretary General, ARC, Belgium
Steven Barrie Cornell, Director, WSP | Parsons Brinckerhoff, UK

09:05

BRINGING THE CITY TO THE AIRPORT

Anthony Leslie, Vice President, HOK, UK

The role of multi-modal hubs in cities is changing, as they move beyond mere terminals/interchanges to creators of growth and footfall. Within them, they develop alternative revenue streams; beyond them, they drive land use and the patterns of movement that, in turn, generate neighbourhoods. Within the genre of 'Aerotropolis' or 'Aerospace City', there is much to learn from city multi-modal hubs, to encourage and maximise the generative effects of multi-modal hubs at airports. Using built and concept schemes as examples, the history and the future of this form of development will be explored.

09:35

CONNECTING THE CONNECTORS: GLOBAL HUB AIRPORTS AND GROUND CONNECTIVITY

Howard Eng, President & Chief Executive Officer, Greater Toronto Airports Authority, Canada

City-regions are the new economic engines of the world, and global hub airports provide the connectivity they need to succeed. But what fuels an airport's connectivity to the people and places around it? Using Toronto Pearson as a case study, Howard will explain why global hubs need to care about the journey their passengers take after leaving the airport.

10:05

IMPORTANCE OF ESTABLISHING INTERNODAL CONNECTIVITY POLICY IN NORTH AMERICA

Anthony Loui, Team Leader/Community Planner, United States Department of Transportation, USA
Larry Leung, Director, Experience The Skies, Canada

Getting to and from the airport has been a challenge for cities and towns in North America. Good transportation access to an airport can play a vital role in a city or region's economic competitiveness in the global marketplace. Well-known research is available on transport modes and corridor planning available to access airports. Lesser-known research on multi-modal information systems is being developed as another form of transportation access. These systems can play a significant role in understanding the airport's site location, the transportation mode being used and the value and convenience of customer access to airports and surrounding destinations.

10:35 - 10:55
BREAK

10:55

CONNECTING THE AIRPORT AND THE CITY: THE ERL EXPERIENCE

Noormah Mohd Noor, Chief Executive Officer, Express Rail Link Sdn Bhd, Malaysia

Express Rail Link Sdn Bhd (ERL) is the operator of KLIA Ekspres and KLIA Transit train services that connect Kuala Lumpur International Airport (KLIA and KLIA2) and Kuala Lumpur. The train services are part of the KLIA Aeropolis Masterplan to make the airport city a top-class business and tourist destination. ERL also provides an airline check-in facility at its city centre terminal at KL Sentral.

11:25

CASE STUDY: AIRPORT EXPRESS BUS SERVICES GROWING MODE SHARE

Michael Sewards, CEO, SkyBus, Australia

Where construction of an airport rail link cannot be justified, SkyBus provides core values of frequency, convenience, customer experience and value combined in an airport express bus service. Drivers of mode share and information/insight provided. Airport mass-transit customer segmentation marketing strategies/service delivery solutions utilised to maintain/grow market share. The September 2015 growth of SkyBus into the growing Auckland Airport provides another example of introducing SkyBus into an airport where mass transit historically struggled to maintain market share. The presentation will provide insight into strategies employed to develop/grow an airport mass-transit solution in an airport with no historical evidence of modal share success in this category.

11:55

ACHIEVING EXCELLENCE THROUGH THE CUSTOMER EXPERIENCE

Kathy Haley, President, Union Pearson Express, Metrolinx, Canada

This presentation will give an overview of how a fastidious commitment to customers has driven UP Express to achieve operational excellence. And how remaining steadfast and focused on the lens on the customer, through training and overall operational design, has ensured a differentiated experience to support long-term success.

12:25 - 13:45
LUNCH

13:45

IMPROVING LOW-CARBON SURFACE ACCESS IN AIRPORT REGIONS

Per Kristersson, Senior Planner, Göteborg Region Association of Local Authorities (GR), Sweden

The Gothenburg Region has submitted a project for EU funding called ARTIS (improving low-carbon Airport Regions Transport Interconnectivity Systems). The objective is to reduce carbon emissions due to the surface transport connecting airports and surrounding areas by up to 20% by 2020, and up to 30% by 2025. ARTIS's challenge is to define and implement new public policies to reduce carbon emissions related to surface access to the airports using as a key strategy the interconnectivity from different public transport services and other sustainable transport modes.

14:15

TRANSFORMATION AND DEVELOPMENT OF TAOYUAN AIRPORT

Yuan-Hung Ting, Deputy Manager, Taoyuan International Airport Corporation, Taiwan

This presentation will introduce the main development projects at Taoyuan Airport and how they will be aligned with the Taoyuan Aerotropolis project. Is there any conflict, difficulty or problem in developing these main project items? How will the airport deal with them? Through this presentation, we hope to give implications and some reference for the audience.

14:45

MULTI-MODAL INTEGRATION AND THE RISE OF THE COLLABORATIVE ECONOMY

Curtis Grad, President, Modalis Infrastructure Partners Inc, Canada

A brief survey of multi-modal success stories and lessons learned from around the globe, followed by a thought-provoking exploration of opportunities for physical infrastructure integration, leveraged with emerging information technologies and social/virtual networking. Viewed through the lens of the new collaborative economy, this talk aims to provoke the audience to rethink the conventional approach to transportation – not to merely a 'get people and products from Point A to Point B' exercise but, rather, an intuitive, intelligent and fully integrated multi-modal transportation ecosystem that provides travellers with a seamless, organic and cost-effective door-to-door experience.

15:15 - 15:35
BREAK

15:35

HOW STRATEGIC PARTNERSHIP AGREEMENTS PROVIDE A SEAMLESS AIR-RAIL EXPERIENCE

Richard Brown, Managing Director, North Star Consultancy, UK

This case study examines how a strategic partnership agreement between Luton Airport and a rail operator improved the customer experience through common goals that drove up rail mode share through physical and digital improvement. The agreement established priorities, their impact/deliverables and stimulated jointly funded initiatives. The partnership delivered many customer-orientated project elements that contributed to a transformation in the journey experience, which were demonstrable through KPIs and rail mode share. The outputs included additional trains, seamless ticketing and a significant improvement in passenger awareness and wayfinding throughout the journey, contributing to airport growth.

16:05

PROPOSED INTERNATIONAL MULTI-MODAL AND LOGISTIC HUB: PHILIPPINE GLOBAL GATEWAY VISION

Rommel Gavieta, Chief Operating Officer, All Asia Resources and Reclamation Corp, Philippines

The Philippines is now a vibrant emerging economy, but the growing economy has exposed the need to decongest the existing seaport and airport that is retarding further growth. The development of an international multi-modal and logistics hub will address the need for a new international airport as sustained by JICA and a new container, dry bulk and liquid bulk seaport as manifested by the congested road network to the existing seaport. The proposed international airport and seaport will not be developed separately but will be developed together with a special economic zone as a seamless multi-modal and logistics hub.

16:35

SECOND AND THIRD-TIER AIRPORTS – DOMESTIC REGIONAL CONNECTIVITY (INDIA)

Sikander Jain, Managing Director - India, CH2MHill, USA

India is gearing up to maximise air traffic potential. It has a large domestic traveller population, with an even larger untapped potential. Metros are well situated, developed and connected. The focus is now shifting to the second and third-tier cities with the deployment of regional connectivity or hubbing. As the domestic market continues to grow at 20% per year, given last year's growth rate, it is geared to the be third-largest air travel market. Large country, large travelling population and available infrastructure will promote this. The presentation will address the untapped potential, hubbing, infrastructure requirements and associated economics.

17:05

PANEL DISCUSSION: KEY CHALLENGES AND OPPORTUNITIES – CONNECTIVITY

The panellists will share their thoughts on capitalising on the opportunities and overcoming the challenges between the airport, airport city and greater urban area. Panellists to be announced.

17:30

SKYTRAX WORLD AIRPORT AWARDS
& DRINKS IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

DAY 2 - WEDNESDAY 16 MARCH

09:00 - 17:00

AIRPORT DESIGN, PLANNING & DEVELOPMENT

09:00
INTRODUCTION BY CONFERENCE CHAIR
John Mok, Principal - Aviation, Jacobs, USA

09:05
MEGA-TERMINALS
Philippe Laborie, Head of BHS operations, CDG, Aéroports de Paris, France
Claire Mazelet, Vice President Architecture and Engineering, ADPI Aéroports de Paris Ingénierie, France
A new generation of airports: mega-terminals represent a new generation of airport development demanding a quantitative leap in dimensioning as well as a creative leap in planning and design. Through Aéroports de Paris' recent designs for mega-terminals (notably Jeddah 30 Mpax, 80 MPax ultimate; Bejing 45MPax, 100 MPax ultimate; Dubai 120 MPax, 240 Mpax ultimate) key issues in mega-terminal design will be presented as well as the logistical infrastructure that supports the mega-terminal: ground transport, terminal processor, satellite, passenger flow separation, APM, retail, apron, logistics and information systems.

09:30
EXPANSION AND UPGRADES TO THE INTERNATIONAL TERMINAL AT YVR
Nancy Stern, Architect, Vancouver Airport Authority, Canada
YVR's Gateway Initiative maximises aircraft gate utilisation and reduces connection times between domestic and international flights. Last year Nancy presented phase one. This presentation focuses on phase two, the process for connecting passengers between the Domestic and International terminals. YVR's planning, design criteria, art commissioning and how this phase fits the YVR Gateway Initiative will be highlighted. The project includes new baggage delivery, expanded holdrooms with YVR's standard passenger amenities, overhead connection walkways, bar/newsstand, walk-through Duty Free and First Nation's art commission. YVR is recognised and celebrated for its architecture and strong sense of place.

09:55
CREATING AND BUILDING A WELL-CONNECTED AIRPORT
L A Christopher Armstrong, Director, Connections and Agency Readiness, Calgary Airport Authority, Canada
Stanley Tse, Senior Manager, Process Planning, InterVISTAS, Canada
Ensuring Calgary International Airport's new terminal efficiently facilitates all types of connections between the various sectors at the airport (domestic, international, and US transborder) is a unique challenge. The team has had to plan for passenger and baggage connections with multiple governmental agencies, airlines and stakeholders despite dynamic and uncertain regulations and policies. The end result will be a new state-of-the-art international/US terminal that is adaptable for all connections, which is slated to open in October 2016.

10:20
Q&A ?

10:30 - 10:50
BREAK

10:50
TRIP UPDATE
Karen Kavanagh, VP - Planning Department, DFW International Airport, USA
DFW is in the middle of a multi-year, multi-phase renewal of the original four terminals. This US$2.9bn programme is called the Terminal Renewal and Improvement Programme, or TRIP. TRIP addresses the 4+ million square feet of passenger terminal facilities by replacing and upgrading infrastructure that is at the end of its useful life. This includes all systems, improving passenger processing and movement throughout the facilities, while improving operations and customer service. TRIP also provides over 180 new concession locations, ticketing halls, expanded security checkpoints and added passenger amenities. TRIP is scheduled to complete in 2021.

11:15
A FRESH APPROACH TO KAZAKHSTAN AIRPORTS
Peter Mayerhofer, Chief Infrastructure Officer, AMG Airport Management Group, Kazakhstan
A company has been set up to be in charge of 11 state-owned airports in Kazakhstan with the aim of bringing those airports to international level and establishing a service-orientated and economical approach. The presentation will deal with the projects initiated for the infrastructure and the masterplanning for the airports, with a special focus on the capital airport of Astana and the new development at Shymkent, the third biggest city in Kazakhstan.

11:40
A US$2.5BN/20-YEAR INCREMENTAL GROWTH STRATEGY FOR MSP
Gary Warren, Vice President, Planning, Development, and Environment, Metropolitan Airports Commission, USA
Minneapolis-St Paul International Airport is situated on 3,500 acres with no place to expand except internally. Being the 16th busiest airport in the USA and one of Delta Airlines' most profitable hubs, MSP has had to be strategic in the funding and implementation of its capital programme. Add to this the increased pressure from double-digit low-cost carrier growth and you end up with a staggered, incremental facility expansion requiring a mature 20-year planning approach. In addition to the routine volatility of the airline industry and hub operations, winter at MSP limits the outdoor construction season to seven months.

12:05
PLANNING AIRPORTS – IS PRIVATISATION KEY TO A SUCCESSFUL DEVELOPMENT?
Martin Willich, Project Director, Fraport AG, Germany
Planning of airports in a privatised environment is a unique task. The development must be in line with the business model for the concession on the one side and be balanced between operational requirements and service levels on the other. Not forgetting the need to meet future traffic demand. How does airport planning affect the development of a successful airport economically as well as operationally?

12:30
Q&A

12:40 - 14:00
LUNCH

14:00
MAXIMISING EXISTING DATA AND TECHNOLOGY TO IMPROVE THE PASSENGER EXPERIENCE

Timothy Hudson, Architecture Services Leader - Aviation, Atkins, USA

With the continued growth of the commercial airline industry, expansion of facilities to accommodate this growth is not always an option. There are often financial as well as space constraint challenges. The impacts of this growth can be felt through customer service, facility maintenance and accelerated lifecycle use. Through the marriage of existing asset data, design documentation/BIM and technology solutions, it is possible to create an interactive, immersive approach to managing airport facilities. This provides an avenue for proactive, not reactive, facility maintenance programmes that can improve the passenger experience and prolong the life of existing facilities.

14:25
STRATEGIC ASSET INVESTMENT – LOWERING THE TOTAL COST OF OWNERSHIP

Eric Dillinger, Vice President - Jacobs North America Aviation Chair, Jacobs, USA

An airport authority's asset portfolio represents a substantial investment of the organisation's resources. Moreover, numerous studies and benchmarking efforts have identified an often unlooked-for, yet critical relationship: that the initial capital investment represents less than 25% of the owner's entire expenditure over the life of the asset. This discussion will focus on best practices-based and decision analytics approaches from case studies at four airports (SAN, SEA, LAX and DFW), provide a discussion on the benefits of a strategic asset investment methodology (Strategic-AIM) and demonstrate the application to existing assets and new capital construction initiatives.

14:50
BEYOND THE MEGA-HUB: CREATIVE STRATEGIES TRANSFORMING PITTSBURGH INTERNATIONAL AIRPORT

Paul Hoback, Senior Vice President, Facilities, Engineering & Maintenance, Allegheny County Airport Authority, USA
Richard Belotti, Vice President, Planning, Allegheny County Airport Authority, USA

How does an airport successfully transition from one dominant carrier and 20 million connecting passengers per year to a leading O&D facility with a mix of carriers serving eight million passengers? Learn how Pittsburgh International Airport has reinvented itself to inspire regional growth and prosperity: repurposing and right-sizing staff and facilities, capitalising on unique revenue streams, focusing on operational efficiency and customer service and reducing costs through sustainability.

15:15
GET THE BEST OUT OF YOUR ASSETS WITH ASSET MANAGEMENT

Guy Marguet, Coordination Projects & Methods, Genève Aéroport, Switzerland

Asset management is the coordinated activity of an organisation to realise value from assets. It involves the balancing of costs, opportunities and risks against the desired performance of assets, to achieve the organisational objectives. It also enables an organisation to examine the need for, and performance of, assets. Additionally, it enables the application of analytical approaches towards managing an asset over the different stages of its lifecycle. Asset management is the art and science of making the right decisions and optimising the delivery of value.

15:40
Q&A

15:50
INTRODUCTION BY PANEL CHAIR

Benjamin DeCosta, Principal, DeCosta Consulting LLC, USA

15:50
PANEL DISCUSSION: COLLABORATION ON TERMINAL PROJECTS AT US HUB AIRPORTS

Robert Walker, Managing Director, United Airlines, USA
Jarrett Simmons, Assistant Airport Director, Houston Intercontinental Terminal Redevelopment Program, Houston Airport System, USA
Steven Andersen, Executive Program Manager, Houston Intercontinental Terminal Redevelopment Program, Houston Airport System, USA
Thomas Rossbach, VP Director of Aviation Architecture, HNTB Corporation, USA

Unlike in many other parts for the world, terminal development programmes at US hub airports are usually managed through a collaboration between the hub airport owner (often a government entity), the hub airlines and a consultant(s). These entities must work together to achieve common goals while also trying to achieve different objectives. The members of the panel will discuss how they have worked together to achieve these goals. Case studies will be cited from Houston George Bush Intercontinental and Los Angeles International airports.

17:00
SKYTRAX WORLD AIRPORT AWARDS
& DRINKS IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

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DAY 2 - WEDNESDAY 16 MARCH

09:00 - 17:15

AIRPORT DESIGN, PLANNING & DEVELOPMENT - MIDDLE EAST & ASIA

09:00

INTRODUCTION BY CONFERENCE CHAIR

Satyaki Raghunath, Head - Master Planning, Dubai Airports, United Arab Emirates

09:05

ABU DHABI INTERNATIONAL AIRPORT MIDFIELD TERMINAL

Dr Mustafa Sani Şener, President & CEO, TAV Airports Holding, Turkey

The presentation will discuss the current status of the Abu Dhabi International Airport Midfield Terminal project. There are many different aspects related to the design, planning and development of this project that require different and challenging approaches that may help to create a unique know-how.

09:35

THE GAME-CHANGER: ISTANBUL NEW AIRPORT

Mertol Genç, CEO, IGA Havalimanı İşletmesi AŞ - Istanbul New Airport, Turkey

The presentation will discuss why we are building Istanbul New Airport, which will be the most important and biggest hub between New York and Shanghai, and what its impact on the aviation industry will be.

10:05

DEVELOPMENT OF CHANGI EAST AT SINGAPORE CHANGI AIRPORT

Chee Chiau Ong, Senior Vice President, Changi Airport Group (Singapore) Pte Ltd, Singapore

This presentation will cover the background of the development plan, the masterplan of Changi East and its future progress on development.

10:35 **Q&A** ?

10:40 - 11:00 **BREAK**

11:00

TERMINAL DEVELOPMENT UPDATE AT NARITA AIRPORT

Yuzo Koike, Supervisor, Narita International Airport Corporation (NAA), Japan

At Narita, we're facing rapid LCC growth. The Terminal 3 dedicated to LCC opened in April 2015 to support LCC demand. On the other hand, Narita remains the main hub for FSC, and enriching the transit area is also important. Sky Lounge at Terminal 2, which provides passengers with a comfortable and relaxed lounge, has been in service since April 2015. The terminal concepts for FSC and LCC are very different, and we will introduce these two planning approaches by contrasting Terminal 3 with Sky-Lounge at Terminal 2. Additionally, we will share the concept of our latest toilet in Sky-Lounge.

11:25

CONCOURSE D PREPARES TO GO LIVE AT DUBAI AIRPORT

Peter Moore, Director of Development - Design, Dubai Airports, United Arab Emirates

SP2020, launched in 2010, set out to deliver additional masterplanned infrastructure enhancements across the DXB estate. By Q1 2016, the last significant piece of this intricate jigsaw will be completed and an additional 18m passenger operational capacity delivered.

11:50

LOGISTICS OF PTB (PASSENGER TERMINAL BUILDING)

Chaiwoo Lee, Director of Airport Business Consulting Team, Incheon International Airport, Korea

In general, we made a great effort to maximise the convenience of passengers and sales of commercial operations by optimising passenger flow and creating good ambience. On the other hand, it is easy to overlook the significance of supporting functions that make core passenger and commercial operations: logistics of food material, commercial cargo, trolley, waste disposal, etc. Incheon International Airport is now developing the second PTB and designed an improved flow of logistics based on the experience learned through operations of the first PTB.

12:15

CHALLENGES OF BROWNFIELD AIRPORT MODERNISATION – CSIA CASE STUDY

Rajeev Jain, Chief Executive Officer, Mumbai International Airport Pvt Ltd, India

Mumbai International Airport Private Limited (MIAL) is the operator of Chhatrapati Shivaji International Airport (CSIA), Mumbai, which is one of the busiest airports in South Asia. With an annual passenger throughput of 36.6 million passengers, CSIA is also one of the most challenging airports in the world. Despite the available challenges, CSIA has continuously excelled in being a passenger's delight.

12:40 **Q&A** ?

12:50 - 14:00 **LUNCH**

14:00

COST-EFFECTIVE AIRPORT DEVELOPMENT IN INDIA BEING BENCHMARKED BY AERA

A M Shabeer, Executive Director, Cochin International Airport Limited (CIAL), India

CIAL is the first PPP model airport in India and has been operational since 1999. State Government and the public sector hold 47% of the equity and 53% is held by18,000 shareholders, making it truly a people's airport. It handled 6.4 million passengers last year and had a net profit of US$22m. The US$150m second phase of airport expansion commenced last year and will be completed in 2016. This includes a 1.5 million square feet terminal building, aprons, etc. AERA is benchmarking this as the most cost-effective airport development in India.

14:25

DRASTIC CHALLENGE FOR KIX LCCT PROJECT

Hiroki Kitabayashi, Director, New Kansai International Airport Company Ltd, Japan

Katsuhiro Yamaguchi, Executive Officer, New Kansai International Airport Company Ltd, Japan

Airport managers face diverse demands from FSCs and LCCs. At KIX, in addition to the flagship T1, LCC-dedicated T2 (LCCT) was opened in 2012 and expansion of LCCT is under way. As a result of the dramatic growth in the number of foreign tourists travelling to Japan, further terminal (T3) expansion is being considered. In this presentation, the conceptual differences between the duty/tax-free area of T1 and T2 and the plan for T3 will be introduced.

14:50

EXPANSION OF PTB AT AL MAKTOUM INTERNATIONAL AIRPORT

David Philipson, Head of Terminal Development, Dubai Airports, United Arab Emirates

The existing passenger terminal building at AMIA will be expanded to over four times its current capacity to enable the migration of airlines from DXB as part of the capacity enhancements to facilitate the continued growth of the aviation sector in Dubai. This expansion is fast track, low cost but highly effective, all during live operations.

15:15 **Q&A** ?

15:25 - 15:45 **BREAK**

15:45

FUTURE-PROOFING YOUR AIRPORT FACILITIES – DESIGN, PLANNING AND DEVELOPMENT GUIDELINES

Peter Kruger, Senior Manager - Strategy and Facility Development, Hamad International Airport, Qatar

The presentation focuses on how Hamad International Airport is preparing its airport facilities and infrastructure to cope with significant growth forecast in passenger and cargo volumes as well as provisioning for major events such as the 2022 FIFA World Cup.

16:10

DESIGN EXPERIENCE

Ashwini Thorat, Head Airport Planning, GVK Airports, India

The presentation will focus on terminal designs and passenger experience while mitigating constraints, creating capacity and delivering efficiency with case studies of the GVK airports development in India and abroad.

16:35

TAIWAN TAOYUAN INTERNATIONAL AIRPORT TERMINAL 3 IS TAKING OFF

Dr Chui-Lung Chang, Chief Engineer, Taoyuan International Airport Corporation, Taiwan
Chih-Kang Kuo, Senior Engineer, Taoyuan International Airport Corporation, Taiwan

The architect of Taiwan Taoyuan International Airport Terminal 3 was selected on 30 October 2015, and the design work has begun. The TIAC and the architect will share the experience of procurement of this major construction, and the design concept of Terminal 3.

17:00 **Q&A** ?

17:15

SKYTRAX WORLD AIRPORT AWARDS
& DRINKS IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

DAY 2 - WEDNESDAY 16 MARCH

09:00 - 17:35

AVIATION & BORDER SECURITY, CONTROL & FACILITATION

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Dr Jean Salomon, Principal, JSCP, France
Art Kosatka, CEO, TranSecure, USA
Eric Kaler, Director of Security, Hawaiian Airlines, USA

09:05

PASSENGER/BORDER SECURITY AND UNITED NATIONS SANCTIONS

Hans Jakob Schindler, Acting Coordinator Al-Qaida/ Taliban Monitoring Team, United Nations Security Council, USA

The presentation will highlight the role United Nations Security Council sanctions can play in enhancing passenger and border security as well as the future technical developments of the global United Nations Security Council sanctions regime against Al-Qaida and the Islamic State in Iraq and the Levant (ISIL).

09:30

MANAGING BORDER SECURITY IN AN INCREASINGLY COMPLEX WORLD

Anthony Smith, Managing Director, Fortinus Global Ltd, UK

ICAO estimates that global air traffic will increase by 80% by 2030. The OECD estimates that freight will quadruple by 2050. The population of Africa alone is estimated to double to 2.4 billion by 2050. Migratory pressures will continue to grow. Ever-increasing numbers of people are becoming radicalised and are travelling across borders to join terrorist groups. Most border agencies face budgetary constraints. Integrated border management policies are gathering momentum to improve efficiency. Border agencies are increasingly reliant on technology (APIS, e-manifests) and digital solutions (e-gates, kiosks) to identify suspect people and goods.

09:55

MITIGATING THE THREAT OF ATTACKS BY RADICALISED INDIVIDUALS

Waleed Rikab, Head of the Strategic Research Department, Terrogence Ltd, Israel

The presentation offers a detailed methodology for the examination of web-based entities that can pose a threat to commercial aviation, with the purpose of establishing a threat-level assessment regarding possible attacks. The methodology harnesses the extensive use of social media platforms among terrorist groups and individual sympathisers, to estimate the extent of their radicalisation and inclination towards/preparation of militant activity.

10:20 **Q&A** ?

10:30 - 10:50 **BREAK**

DAY 2 WEDNESDAY 16 MARCH

10:50

US CUSTOMS AND BORDER PROTECTION BUSINESS TRANSFORMATION

Suzanne Shepherd, Director, Admissibility and Passenger Programs, US Customs and Border Protection, USA

How US CBP has worked with stakeholders and partners to transform the arrival process for travellers to the USA, and how we are continuing to change the process.

11:15

BORDER AND ID MANAGEMENT CHALLENGES ON THE AFRICAN CONTINENT

Florian Forster, Head, Immigration and Border Management (IBM), International Organization for Migration (IOM), Switzerland

11:40 **Q&A** ?

11:50

PANEL DISCUSSION: BORDER CROSSING IN EMERGENCY SITUATIONS

Hans Jakob Schindler, Acting Coordinator Al-Qaida/ Taliban Monitoring Team, United Nations Security Council, USA
Anthony Smith, Managing Director, Fortinus Global Ltd, UK
Florian Forster, Head, Immigration and Border Management (IBM), International Organization for Migration (IOM), Switzerland
Dr Ciarán Carolan, Research and Development Officer, eu-LISA, Estonia

12:35 - 14:00 **LUNCH**

14:00

ICARO PROJECT BY GUARDIA CIVIL – BEHAVIOUR DETECTION AT SPANISH AIRPORTS

Carmen Feijoo Fernandez, Responsible for Behaviour Detection Project, Spanish Guardia Civil, Spain

The presentation will cover: a general overview of the behaviour detection programme implementation carried out by Guardia Civil; progress of the pilot programme started at Madrid Airport and extended to Barcelona Airport; design of the scientific research to validate indicators; efforts of the ECAC Behaviour Detection Study Group to support research and development of behaviour detection programmes in Europe.

14:25

THE PROPER USE OF BIOMETRICS IN ABC

Alexander Nouak, CEO, Fraunhofer ICT Group, Chair EAB, Germany

As soon as new technology comes onto the market we tend to over-exaggerate the benefits it will bring. We totally forget to remain critical and sober when analysing the results. This is exactly what happened with the use of biometrics in automated border control gates. No-one asks how this security technology works. We just believe that it makes border control secure. This talk explains what biometrics is really about, and how ABC gates can be properly secured by using automated processes including biometrics.

14:50

CONCEPTS OF OPERATION FOR BIOMETRICS IN THE AIRPORT ENVIRONMENT

Arun Vemury, Director, Apex Air Entry/Exit Re-engineering Program, Department of Homeland Security Science & Technology Directorate, USA

DHS has spent the last two years surveying commercially available biometric technologies and testing them in a variety of operational conditions with consenting human subjects in a state-of-the-art facility. The observations and findings will help inform DHS's path forward for entry transformation and implementing a national biometric exit capability in US airports of entry. Arun Vemury will provide insight into the Apex AEER programme, its findings, and how it may shape the future of biometrics in the airport environment.

15:15

OPPORTUNITIES FOR EVOLVING BORDER PRE-CLEARANCE

Solomon Wong, Executive Vice President, InterVISTAS, Canada

The USA has over 60 years of history in border pre-clearance, starting with Toronto in 1952. In 2015, additional sites were named to reach an overall objective for pre-clearance for a third of travellers to the United States by 2024. Meanwhile, a number of other countries have implemented advanced solutions, such as Happy Flow in Aruba. The combination of technologies, improved processing and advanced clearance will revolutionise the process in terminals, as well as the market opportunity for connections. Solomon will speak about how airport designers, terminal operators and security officials will deal with the upcoming changes.

15:40 **Q&A** ?

15:50 - 16:10 **BREAK**

16:10

TOWARDS A SMART BORDERS REALITY

Dr Ciarán Carolan, Research and Development Officer, eu-LISA, Estonia

Looking towards the borders of the future, the European Commission has proposed the Smart Borders package, which outlines plans for development of entry-exit and registered traveller systems to increase security at Europe's external borders while facilitating expedited border crossing. In 2015, eu-LISA delivered a pilot project testing various biometric technologies and process accelerators in operational settings. Lessons learned from testing are relevant when planning future biometrics-led border checks in different locations with variable demands and capabilities. The presentation will introduce and discuss the importance of the most relevant results of this pilot.

16:35

FASTPASS – A REFERENCE SYSTEM FOR NEXT-GENERATION ABC SYSTEMS

Dr Markus Clabian, Senior Engineer; Coordinator FastPass, AIT Austrian Institute of Technology GmbH, Austria

The talk presents an update on the results achieved during the EU-funded FastPass project. It discusses various aspects of automated border control (ABC) systems and delivers results on biometrics, document authentication, processes and scenarios, harmonisation and security assessment. First measurements from real-world pilots comparing

different ABC architectures, processes and technologies will be presented. The project aims at a harmonised reference architecture and shows a template for risk and security assessment in the context of ABC systems.

17:00

REINFORCING ID RELIABILITY DURING AIRPORT BORDER CONTROL

Dr Catherine Fankhauser, Sales Director, Identity Security Solutions, SICPA SA, Switzerland

Fraudsters are progressively abandoning attacks on the 'electronic' portion of the e-passport; most of the recorded ID thefts include tampering with breeder documents such as birth certificates. Fighting back will require a vast effort, the establishment of standards and time. A rapid answer to this problem is possible by including an information supplement directly in the travel document: an intelligent stamp (or visa) that could significantly – and immediately – decrease the risk of ID substitution during any border crossing process thanks to a unique approach of blending existing flow-tracing technology with robust material-based security solutions.

17:25
Q&A

17:35

SKYTRAX WORLD AIRPORT AWARDS & DRINKS IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

DAY 2 - WEDNESDAY 16 MARCH

09:00 - 17:35

COMMERCIAL DEVELOPMENT, RETAIL, CONCESSIONS & MEDIA

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Jeremy Corfield, Partner, CPI, Australia
Dr Patricia Ryan, CEO, Decision Services International LLC, USA

09:05

ROLES OF THIRD-PARTY LOUNGE IN ENHANCING PASSENGERS' AIRPORT EXPERIENCE

Hoi-see Song, Founder & CEO, Plaza Premium Group, Hong Kong

The presentation will highlight the challenges and opportunities that many airlines or airport operators may not be aware of. This presentation will also discuss the roles of the third-party lounge operator, its various modi operandi, evolving trends and how it can be effectively engaged in delivering a customer-centric airport experience for travellers, world-class airports and leading airlines.

09:30

OWNING AND OPERATING AIRPORT LOUNGES – THE MAG STORY

Graeme Ferguson, Business Development Director, Manchester Airport Group, UK

Many airports debate whether to provide a paid airport lounge service for their customers. MAG operates seven of its own airport lounges, and in 2014 established MAG USA to start to export its lounge expertise. In less than 12 months MAG has successfully secured two contracts to operate airport lounges in US airports, including Minneapolis and Oakland. This presentation will outline the opportunity for airports to provide their own lounge service, the competitive position of these lounges, and how we are providing a differentiated service much needed in the travel market.

09:55

A NEW AIRPORT TRANSFER LOUNGE AND HOTEL IN PARIS CDG

Antoine Thebault, General Project Manager, Aéroports de Paris, France

The presentation will discuss: the importance of improving the transfer experience at Paris CDG; standing up to the competition with a new offer dedicated to transfer passengers; the promise of the new lounge and the range of related experience.

10:20
Q&A

10:30 - 10:50
BREAK

10:50

THE IMPORTANCE OF BUILDING THE RIGHT SIZE TERMINAL

Jakup Sverri Kass, CEO, Vagar Airport, Faroe Islands

For a small country it is important to have the right size terminal and the right suppliers to build the right size terminal. It is important to focus on costs that do not exceed budget, and enabling the income base to increase in forms of income from duty free, food and beverage, parking and other income. The increased revenue base can enable the airport to compete with other airports and attract new business.

11:15

THE 'MXPERIENCE': HOW SEA MILAN SUCCESSFULLY CHANGED MALPENSA AIRPORT

Luigi Battuello, Head of Non-Aviation Sales, SEA, Italy

In view of the World Exhibition 2015, Malpensa Terminal 1 has been totally refurbished and expanded with a new satellite, new shopping areas, centralised security, a double-sized walk-through duty free shop open to all passengers, a totally revised food offer with a strong sense of place, and flight information devices fully integrated into the passenger journey. The new concept is a modern interpretation of the iconic Galleria Vittorio Emanuele and in general of Milan design and style heritage. The presentation will discuss main retail indicators of the new layout.

11:40

IS 'RETAIL' ANOTHER PASSENGER PROCESS?

Julian Carlson, Director, Pascall+Watson, UK

With retail environments at airports forming a more significant part of the passenger experience and income stream for airport operators, should this dynamic and important passenger process be more fully integrated with the rest of the time-line assessments carried out through the other passenger processes? Dwell time, footfall exposure and optimising passenger flows for maximum exposure are all familiar debates within the retail world, but how do we maximise these opportunities most effectively? How do we ensure that all the passenger processes are supporting the good dwell time required to ensure an opportunity conducive to spending?

DAY 2 WEDNESDAY 16 MARCH

12:05

AIRPORT DUTY FREE AND DUTY PAID

Michael Dinar, President, DFA Brasil, Israel

The presentation will discuss the development of duty free into duty paid and airport retail in general.

12:30 **Q&A** ?

12:40 - 14:00 **LUNCH**

14:00

USING DIGITAL TO PERSONALISE THE PASSENGER JOURNEY AND DRIVE REVENUE

Chris Annetts, Commercial Passenger Services Director, Heathrow Airport Ltd, UK

With a well-established service proposition and successful commercial operation, Heathrow is focusing on supporting service transformation and revenue growth by enhancing its digital activity. Key to this is an understanding of the role connected data and digital communications can play in personalising the passenger journey. You will hear about the approach Heathrow has taken to date, the impact the new tools and channels have had, and Heathrow's roadmap for the future.

14:25

MIA GENERATES REVENUE AND PASSENGER SATISFACTION THROUGH TECHNOLOGY

Maurice Jenkins, Director, Information Systems and Telecommunications, Miami Dade Aviation Department, USA

MIA has been innovative and aggressive in integrating technology into its airport system. Technology includes website innovations, internet access, shared tenant services and agreements with hotels.

14:50

THE REVENUE POTENTIAL OF IOT TECHNOLOGY

Glenn Tinley, President & CEO, Mexia Interactive, Canada

Internet of Things technology can unleash the hidden revenue potential of an airport. Those airports that fail to quickly adopt these new technologies risk losing out to more future-gazing competitors. Glenn will discuss through a series of case studies how IoT technology such as video analytics, Bluetooth, mobile GPS signals and wi-fi can monitor the location of passengers down to a very granular level and, when combined with powerful business intelligence tools, provide insights that aid in making adjustments that can result in a positive impact on future airport revenue.

15:15 **Q&A** ?

15:25 - 15:45 **BREAK**

15:45

THE AIRPORT CONCESSION IMPACT ON MACEDONIAN CIVIL AVIATION

Goran Jandreoski, Director General, Civil Aviation Agency of the Republic of Macedonia, Macedonia

The presentation will offer a short introduction to Macedonia, followed by the procedure for the concession at both the country's airports (Skopje Alexander the Great and Ohrid St. Paul the Apostle Airport), the general conditions for selection and selection of the best candidate. The impact and benefits for the Macedonian economy, employment and tourism will also be discussed.

16:10

POST-ACQUISITION VALUE INNOVATION AT LONDON STANSTED AIRPORT

Giulio Leucci, Head of Commercial Bidding - M&A, Manchester Airport Group, UK

MAG successfully acquired Stansted in 2013 and very quickly started on a new success path at the airport. To fulfil the business plan and deliver value to shareholders, MAG launched a terminal transformation that gave Stansted a new security, retail and passenger experience and created a substantial increase in customer satisfaction, revenues, EBITDA and free cash flow. In 2015, MAG is nearing the integration of Stansted in the group, and completing the terminal transformation while planning the next phase of infrastructure expansion.

16:35

CBP AS OPPORTUNITY FOR AIRPORTS AND AIRLINES

Neil Pakey, CEO, Shannon Airport & Shannon Group plc, Ireland

The presentation is about the unique CBP product at Shannon Airport, which could also be an opportunity for other airports and airlines to create new business. There are many benefits of carrying out pre-clearance at airports: potential to increase capacity and growth opportunities for airports and airlines, improving the passenger experience, security and economic benefits, higher passenger volumes through expanded flights and routes, increased service offerings by offering pre-clearance to all commercial aviation customers, additional sales opportunities through the provision of retail offerings within pre-clearance areas, innovations in baggage handling and passenger processing, increased international collaboration.

17:00

HOW TO IMPROVE COMMERCIAL REVENUE THROUGH IMPROVED FACILITATION AND CULTURAL PLANNING

Jean-Marc Bourreau, COO, IOS Partners, Costa Rica

Commercial revenue depends very much on several aspects that are not only related to products, prices and merchandising, but also to the facilitation process, cultural elements and others. What can we do to increase commercial revenue from an airport operation and management perspective? How can we balance operational and security requirements with a successful commercial programme?

17:25 **Q&A** ?

17:35

SKYTRAX WORLD AIRPORT AWARDS
& DRINKS IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

DAY 2 - WEDNESDAY 16 MARCH

09:00 - 17:35

CUSTOMER SERVICE & PASSENGER EXPERIENCE

SPONSORED BY DESKO

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Brian Engle, Director of Customer Service, Greater Orlando Aviation Authority, USA
Catherine Mayer, Vice President, SITA, USA

09:05

WHY AIRPORTS MUST EMBRACE HOSPITALITY CONCEPTS AND PRACTICES

Prof Respicio Espirito Santo, Professor, Federal University of Rio de Janeiro, Brazil

In the tourism industry, which many of the airline and airport industries rely heavily on, hospitality is directly related to emotions, experiences and memories. In this approach, the customer is seen and treated as a guest. This goes much further than the conventional high-class customer service. This differentiation is paramount, since it does not simply refer to the delivery of a high level of service by a hotel, airline, retail store, airport, sport arena or any given venue. This paper highlights why and how hospitality concepts and principles must be embraced by the modern airport.

09:30

CUSTOMER EXPERIENCE: ARE YOU SERIOUS?

Dr Andrea Geretto, Marketing and Commercial Director - Non-Aviation, SAVE - Venice Airport, Italy

In 2014 Venice Airport began an important initiative to improve the customer experience through a more organic and structured approach. Supported by top-notch partners in the delivery of a sustainable service, Venice Airport is deploying a massive cultural change within the whole terminal community, in order to offer superior performance to passengers, in particular after a massive programme of infrastructural changes. The initiative requires a completely different approach in managing the business, and a need to discuss day-by-day priorities that emerge in the organisation, but the impact on revenues is tangible.

09:55

FRANKFURT AIRPORT – TRANSFORMING THE PASSENGER EXPERIENCE

Thomas Kirner, Vice President, Fraport AG, Germany

The new self-determined passenger and rough competition among hub airports forces us to rethink the passenger journey and our service offer. Considering three main strategic areas (welcoming, wellbeing, individual needs), we pursue our motto 'Great To Have You Here!' This comprises tailor-made services for different passenger types such as transportation and guide services, workspaces or entertainment areas. To allow online booking possibility, we set up a new service webshop. In the end it's all about retaining passengers and creating fans.

10:20

ALASKA AIRLINES' CUSTOMER SERVICE FRAMEWORK

Christopher Blair, Station Supervisor, Alaska Airlines, USA

Why does an airline that has won eight consecutive JD Power awards need to improve on something it already does exceptionally well? At a time when the company has seen some of its greatest success, Alaska Airlines has decided to double down on its commitment to customer service by internally rebranding it. A new service framework, crafted by mainline employees from across multiple workgroups, was developed. This presentation will walk you through the two-day 'experience' that over 2,000 Alaska Airline customer service agents will take during this two-day event, including the logistics of putting it all together.

10:45
Q&A

10:55 - 11:15
BREAK

11:15

PREPARING GIG TO GEAR UP FOR RIO 2016

Hock Lye Lee, Director and Head, Operations Development, Consultancy, Changi Airports International, Singapore

In 2014, Changi Airports International together with Odebrecht TransPort (OTP) successfully bid for Tom Jobim International Airport in Rio de Janeiro. Since then CAI, through its consulting units, has been working closely with the local airport management, Concessionaria Aeroporto Rio de Janeiro (CARJ), to give Brazil's second busiest airport a major overhaul to prepare it for the 18 million travellers expected to use it in 2016. When visitors from all over the globe converge in Rio in August for the world's largest sporting event, they will be treated to a rejuvenated Tom Jobim International Airport.

11:40

NEW LCC TERMINAL: COST-SAVING, EFFICIENCY AND IMPROVED PASSENGER EXPERIENCE

Yuichi Nakada, Senior Manager, Narita International Airport Corporation (NAA), Japan

Terminal 3 (T3), a new LCC terminal at Narita Airport, opened in April 2015, and five LCCs operate there. In the diversifying LCC business models all over the world, T3 plays a significant role for LCCs not only to save costs and operate with efficiency but also to introduce exciting passenger spaces such as next-generation terminals. The presentation will provide unique concepts at T3 and hints for airports to capture the needs of passengers and LCCs for future terminal construction and airport operation.

12:05

AIRPORT CAPACITY: INNOVATING TO BALANCE PASSENGER EXPERIENCE WITH CAPACITY OPTIMISATION

Ashwani Khanna, Vice President, Delhi International Airport P Ltd, India

When building a large airport project it's easy to repeat the conventions and assumptions of the past and allow the infrastructure to dictate the experience our customers have. How could airports define the details of customer experience, matching forecasted passenger growth? How can airports optimise use of infrastructure to match expectation to meet future passenger growth requirements?

DAY 2 WEDNESDAY 16 MARCH

12:30

THE SENSE OF PLACE: IMPROVING TERMINAL PASSENGERS' EXPERIENCE

Michele Miedico, Head of Engineering Department, GESAC SpA, Italy
Alessandro Fidato, Infrastructure Development & Flight Operations Director - Accountable Manager, GESAC SpA, Italy

From the main entrance of the terminal to the runway, airports are full of 'gates'. Check-in, security, immigration and gaterooms are some example of the checkpoints passengers have to pass through in the terminal. And for each of these 'gates' they experience different sensations walking through the architecture and entering into physical contact with the airport. They 'feel' the space, sometimes with anxiety. In these specific points, which we can call thresholds of knowledge, we can enrich the space using elements from the local culture. And drive their experience to let them feel the place. And enjoy!

12:55
Q&A

13:05 - 14:30
LUNCH

14:30 – 15:50

PANEL DISCUSSION: SUCCESSFUL HUMAN RESOURCES PROGRAMMES: RECRUITMENT, RETENTION, TRAINING AND SUCCESSION PLANNING

14:30

INTRODUCTION BY PANEL CHAIR

Paul Behnke, Senior Associate, Aviation Strategies International, USA

14:35

SUCCESSFUL HUMAN RESOURCES PROGRAMMES: RECRUITMENT, RETENTION, TRAINING AND SUCCESSION PLANNING

Candace McGraw, Chief Executive Officer, Cincinnati/ Northern Kentucky International Airport, USA

The Passenger Terminal EXPO theme for 2016 reflects the entire passenger experience travelling to, from and throughout the airport. We know that our passengers can only experience a safe, efficient, customer-friendly environment if the right human factors are in place. The underpinning of all successful airports is their human capital. As such, this presentation and the following two presentations will focus on successful human resources programmes: recruitment, retention, training and succession planning. The panel will present various elements necessary for a well-defined human resources pipeline.

14:55

Theresa Fleidl, Vice President Professional Training Policy and Human Resources Marketing, Munich Airport, Germany

Airport business = people business! It is all about people, and to be successful you need to have highly engaged staff who are willing to go the extra mile for the company. Instilling employee commitment around a common vision and brand is essential in delivering a consistently excellent airport experience.

15:15

James Welna, Consultant, James J Welna Consultant, USA

This portion of the panel presentation will focus on identifying and vetting high-potential employees for positions throughout the aviation industry. The aviation industry requires the best resources in human capital. This is critical for safe and secure operation within the budgetary resources available. Identifying the critical components of positions, casting the search net widely enough and investing the time in thorough backgrounds is necessary for every high-functioning organisation. Attendees will leave with a checklist of eight items that will help guide them as they fill future positions with team players who are innovative, trustworthy and flexible.

15:35
Q&A

15:50 - 16:10
BREAK

16:10

DESIGNING FOR DIVERSITY AT YVR

Nancy Stern, Architect, Vancouver Airport Authority, Canada

YVR welcomes over 20 million passengers annually, more than half of whom are from international destinations, speaking over 120 languages. Passengers are diverse in travel experience and physical ability. To respect the traditional land in which YVR is located, the airport has commissioned First Nations artwork to enhance the passenger experience and provide insight into the cultural history of British Columbia. This presentation will focus on key areas where YVR has designed airport processes to create an inclusive public facility addressing the multicultural experience of passengers and staff. Passenger satisfaction is attributed to customer care, keeping YVR North America's #1 airport for six consecutive years.

16:35

USING TECHNOLOGY TO ENHANCE CANDIDATE EXPERIENCE, WHICH IMPACTS PASSENGERS

Marcia Austin, Recruitment Manager, Alaska Airlines, USA

This presentation will walk you through the steps we have taken to introduce new technology to enhance the hiring experience. This is a win-win for the company and candidate. It cuts down on cost and time, and enables employers to get the best candidates for their companies. Marcia will outline Alaska Airlines' approach to this problem and provide the return on investment the company has achieved. This also enhances the passenger experience as the airline hires the best people to serve its customers.

17:00

ATTENTION – IS THERE ANYONE ONBOARD WHO CAN FLY AN AEROPLANE?

Maximillian Ferreira, Air Traffic Controller, Federal Aviation Administration, USA

As global airlines continue to grow and with passenger demand increasing, airlines have been heavily investing in aircraft and airport infrastructure. But who will fly the planes into the next generation of air travel? A critical global pilot shortage isn't on the horizon, it's here. Airlines in the United States are already cancelling flights due to insufficient pilots. This presentation will examine how airlines can stay ahead of their competitors in sourcing qualified pilots. Whether

collaboratively or unilaterally, serious action must be taken by all airlines. Fasten your seatbelt: this is a presentation you will definitely take home with you.

17:25
Q&A

17:35
SKYTRAX WORLD AIRPORT AWARDS
& DRINKS IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

DAY 2 - WEDNESDAY 16 MARCH

09:00 - 17:35

ENERGY, ENVIRONMENTAL ISSUES & SUSTAINABILITY

09:00
INTRODUCTION BY CONFERENCE CHAIRS
David Tomber, Aviation Planning Program Manager, Port of Seattle, Seattle-Tacoma International Airport, USA
Emanuel Fleuti, Head of Environment, Flughafen Zürich AG, Switzerland

09:05
EMPLOYEE WELLBEING AND CORPORATE SOCIAL RESPONSIBILITY – AIRPORTS IN A BROADER SOCIAL AND ENVIRONMENTAL CONTEXT
Roelof-Jan Steenstra, Chief Executive Officer, Red Deer Regional Airport Authority, Canada
Candace McGraw, Chief Executive Officer, Cincinnati/ Northern Kentucky International Airport, USA
ROELOF-JAN STEENSTRA: Airport corporate social responsibility means considering the environment, economic and social impact of every action taken at the airport. As airports, we must be sensitive to the unique priorities of employees, customers, partners and stakeholders, and of the countless people who depend on the airport to meet their needs, respecting their interests and upholding their values. Presenting various elements of corporate social responsibility as it relates to employee wellbeing, community relations and strategic and operating environment. CANDACE MCGRAW: Airports are catalysts for regional economic development and job creation, and as such are tightly connected to the surrounding community and its mission and vision. Airport operators realise that vibrant relationships with all airport stakeholders are a pre-condition for success. The notion of corporate social responsibility should be instilled in every employee: a well-managed airport is one of the community's and region's most valuable assets as well as a source of civic pride. We will discuss how spending time today to get things right will benefit employees and the various communities we serve, while at the same time securing our own futures as thriving and sustainable airports.

09:40
ACCELERATING SUSTAINABILITY
Marion Town, Director of Environment, Vancouver Airport Authority, Canada
Looking for ways to advance attention on sustainability in your organisation? Join Marion in a discussion about how the Vancouver Airport Authority is using reporting, benchmarking, business decision tools and storytelling to accelerate sustainability and advance a culture of innovation at YVR.

10:10
INNOVATIONS OF THE CLIMATE-FRIENDLY AIRPORT
Marcel van Beek, Manager Sustainability & Innovation, Amsterdam Airport Schiphol, Netherlands
The presentation will show the initiatives at Schiphol Airport as it steps forward to be a climate-friendly airport.

10:40
TO BE THE WORLD'S LARGEST AND ASIA'S FIRST HYDROGEN-GRID AIRPORT
Kazuyuki Shibuya, Assistant Director, New Kansai International Airport Company Ltd, Japan
Ken Yoshioka, Assistant Director, New Kansai International Airport Company Ltd, Japan
Kansai International Airport (KIX) opened in 1994 and was located and designed to resolve the severe environmental issues at Itami Airport. In addition to the conventional environmental measures such as noise abatement, water recycling and waste management that were implemented since the startup, we have recently been working on next-generation system such as utilisation of renewable energy and hydrogen as a source of power at the airport. In this presentation we will discuss our plan using the latest hydrogen grid, which is already being used at KIX.

11:10 - 11:30
BREAK

11:30
SUSTAINABILITY: AIRPORT ECO-DISTRICT AND ENERGY MANAGEMENT SYSTEM
Charles Marshall, Airport Engineering Manager, Hartsfield-Jackson Atlanta International Airport, USA
The presentation will discuss how mobilising stakeholder participation and establishing an energy management system improves sustainability at an airport.

12:00
CREATING A SUSTAINABLE AIRPORT MASTERPLAN AT SEATTLE AIRPORT
Elizabeth Leavitt, Director of Aviation Planning & Environmental Programs, Port of Seattle, Seattle-Tacoma International Airport, USA
David Tomber, Aviation Planning Program Manager, Port of Seattle, Seattle-Tacoma International Airport, USA
Seattle Airport is at a crossroads, facing extraordinary growth and the need to create a development vision based on sustainability principles reflecting its corporate culture. This presentation will focus on an innovative approach to integrating sustainability into an airport masterplanning process – the first of its kind in the United States. The approach to integrating sustainability is divided into three steps: 1) What and where the airport builds on limited land area; 2) How the airport builds a recommended alternative for development; 3) How the airport operates and manages a sustainability management plan.

DAY 2 WEDNESDAY 16 MARCH

12:30

SUSTAINABLE AIRPORT DEVELOPMENT

Anders Nielsen, CIO, Project and Development, Billund Airport, Denmark

The presentation will discuss growth and innovative sustainable solutions, with a focus on energy consumption, minimising heavy lifting of bags, fossil-free heating – a range of projects that contribute to a better environment.

13:00 - 14:15
LUNCH

14:15

US EAST COAST AIRPORTS AND SEA LEVEL – GLOBAL WARMING

Eduardo Angeles, Associate Administrator for Airports, Federal Aviation Administration, USA

The US FAA has long been aware of increasing risks of coastal storm surges and other risks. Hurricane Sandy, which flooded New York City airports in 2012, was the latest major weather event to highlight these risks. It is the recovery period that is of concern. Mitigation is often considered an environmental matter, but the issues also involve planning, engineering, construction phasing, operations and emergency preparedness. This presentation will focus on how the FAA and US airports are thinking about climate change impacts and infrastructure resiliency.

14:45

GEOTHERMAL LAKE PLATE COOLING AND SUSTAINABILITY AT NASHVILLE INTERNATIONAL AIRPORT

Christine Vitt, VP Strategic Planning and Sustainability, Metropolitan Nashville Airport Authority, USA

Nashville International Airport is benefiting from its sustainability planning by turning a former 43-acre rock quarry into a massive geothermal cooling source for the terminal. This geothermal lake plate cooling system is the largest of its kind in North America and potentially the world. The project will save the airport US$430,000 in energy each year, and 30 million gallons of potable water consumption. Nashville Airport published its first comprehensive sustainability plan in 2012. Since then, numerous initiatives have been implemented and a culture of sustainable thinking is emerging within the organisation.

15:15

WASTES MANAGEMENT STRATEGY FOR LOW-EMISSION GHGS AT AIRPORT

Chul-min Koo, Senior Manager, Incheon International Airport, Korea

The presentation will deliver a waste management strategy for airport operation. We will talk about how we efficiently manage waste generated from airport operations and construction, and strategically reduce the emission of greenhouse gases from the source of waste treatment at the airport.

15:45

FINDING BENCHMARKS TO GUIDE EMISSION REDUCTIONS

Divya Vasudeva, Senior Environmental Consultant, Envisa, France

Airports are increasingly focused on reducing their carbon footprints, as it can be seen through the increasing number of airports engaged in the ACA programme. Several methods have been proposed for airports to calculate their CO_2 emissions. However, although these methods allow the quantification of GHG emissions, they are less useful in evaluating their environmental performance since there is no recognised benchmarking. How does a given airport measure up with respect to a particular energy expenditure compared to the 'norm'? And how can they evaluate the impact of the steps they take to manage and reduce emissions?

16:15 - 16:35
BREAK

16:35

THE PASSENGER EXPERIENCE IN TERMINALLY HEALTHY AIRPORTS – THE KEYS TO SUCCESS

Doug Cooley, Vice President, Michaud Cooley Erickson, USA

In the aviation world everything is rated by the opinions of passenger satisfaction. Often we limit our vision of what passenger satisfaction is based on: on-time arrivals, reasonable air fares, optional flights for departure and arrivals, baggage arriving with the passenger, etc. There are additional factors related to the success of terminally healthy airports. Every time a passenger agrees to air travel they will encounter the environmental conditions that are directly related to the quality and health of the terminal infrastructure, such as comfortable air temperature, pleasant lighting, reliable power and convenient restrooms, etc.

17:05

CLEANING METHODS OF THE WORLD'S CLEANEST AIRPORT

Kentaro Kimura, Assistant Manager, Japan Airport Terminal Co Ltd, Japan

Hatsumi Sugiyama, Assistant, Japan Airport Terminal Co Ltd, Japan

What creates a comfortable atmosphere for passengers? Haneda Airport has a 60-year history with more than 70 million passengers, and has been acclaimed by Skytrax as the world's cleanest airport. We will deliver the terminal cleaning methods, focusing on how to efficiently create a clean and comfortable atmosphere for passengers. The topics of our presentation will include the structure of the cleaning staff team, cleanliness checking system and floor polishing methods, etc.

17:35

SKYTRAX WORLD AIRPORT AWARDS & DRINKS IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

"Very interesting topics ranging from security and ICT to terminal expansion and airport city development"

Pieter Charles Van Der Horst, Senior Real Estate and Airport City Developer, Schiphol Real Estate, Netherlands

DAY 2 - WEDNESDAY 16 MARCH

09:00 - 17:00

MANAGEMENT & OPERATIONS

SPONSORED BY DESKO

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Alaistair Deacon, Airport Operational Systems Consultant, aldeacon.com, UK
Etienne van Zuijlen, Head of Business Development - Airport Operations, SITA, Netherlands

09:05

CDM PROCEDURES AT PHOENIX AIRPORT REDUCE RADIO COMMUNICATIONS BY 50%

Paul Amen, Manager - ATM and Airfield Operations PHX/LAX and Western US, American Airlines, USA
Fredrik Lindblom, Product Manager CDM & Efficiency Solutions, Saab, Sweden

In June 2015, Phoenix Sky Harbor Airport introduced new collaborative procedures between the FAA, ramp control and the airlines to better handle the arrival flow of aircraft on the ground. Prior to introducing the new concept, the process of managing arriving aircraft required a significant amount of back and forth radio communications between ATC, the flight deck and ground operations, which led to regular taxi delays and additional workload for all stakeholders. The solution utilises a common CDM platform with shared situational awareness, and has proved a great success, reducing radio communications, taxi times and the associated costs.

09:30

THE FIRST STEP OF BUILDING A SMART AIRPORT

Kung Ping Lin, General Manager, WSP | Parsons Brinckerhoff, Taiwan

The airport operation and business model have evolved dramatically over last decade to support the explosive growth of the travel industry. This presentation will share the experience of turning the existing terminals into a smart airport, aiming to provide more convenient services to the passengers. The approach of building a smart airport starts with the AODB/ACDM systems. Unlike the other ACDM systems around the world, the new ACDM system design combines with the airside and landside information to provide integrative information for collaborative decision making from different levels of stakeholders.

09:55

WELCOME TO YVR'S NEW AIRSIDE OPERATIONS BUILDING/FIRE HALL

Tobias Finke, Manager, Airport Terminal Projects, Vancouver Airport Authority, Canada

The new Airside Operations Building (AOB) successfully opened in 2014, and is now providing a consolidated home for all emergency response services (crash rescue fire trucks), airside operations, airfield maintenance and fleet maintenance. By choosing a centralised location, the Airside Operations Building facilities enhance overall airport safety and airside operations programme efficiency through a reduction in the return to service times for equipment, and shortening runway closures caused by winter conditions or foreign object debris (FOD) incidents. The presentation showcases innovative building features and outlines valuable operational lessons learned since the building was commissioned.

10:20

MAKING THE AIRPORT'S HEART BEAT: DESIGNING AN INTEGRATED AOCC

Marcelo Mota, Director of Operations & COO, Aeroportos Brasil Viracopos SA, Brazil

One of the key elements for efficient operation, maintenance and an agile response to an emergency in a sensitive environment such as an airport is the coordinated action of the many teams that manage the operation, the prevention of disasters and the return of the airport to normal conditions after irregular operations. So it is essential that the airport operator build an integrated Airport Operations Control Centre (AOCC), putting together, in one single facility, all human resources and thus significantly elevating the degree of proactivity of the airport teams and allowing a new and higher level of effectiveness of these functions.

10:45
Q&A

10:55 - 11:15
BREAK

11:15

SUPPORT-TO-DECISION TOOLS FOR AIRPORT OPERATION CENTRE (APOC)

Denis Huet, Senior Expert, Eurocontrol, Belgium

The SESAR Airport Operations Center (APOC) builds on A-CDM implementation to further develop airport performance and connection to the network through the inclusion of landside aspects (passenger experience) as well as through the development of new support-to-decision tools. Performance monitoring, quick and clear identification of performance issues, quantitative estimation of impact of possible decisions to address these issues, are all critical to effective airport management through cooperation between relevant actors. In cooperation with key main European airports, Eurocontrol is developing and validating such support-to-decision tools (interactive APOC dashboard and what-if support-to-decision tools).

11:40

ARE YOU READY TO WIN THE RACE AGAINST TIME?

Roland Schwarz, Vice President Airport Infrastructure - Airport Facilities & Area Services, Fraport AG, Germany
Marcel Dreef, Director Aviation Planning Solutions, Quintiq, Netherlands

4 km to be cleared of snow, 30 minutes to do it – is your airport ready to win the race against time? Harsh winters pose a challenge, since airports cannot afford to come to a standstill. Winter services need to step in last-minute, bringing in their best equipment operated by specially trained staff. Frankfurt Airport handles over 60 million passengers a year. Discover the strategies of one of Europe's busiest airports for keeping its four runways and 7.5 million square metre apron clear of snow. Learn best practices for planning optimisation and how to deploy winter services in record time.

DAY 2 WEDNESDAY 16 MARCH

12:05

ENHANCING OPERATIONAL EFFICIENCY (AIRCRAFT MOVEMENT) AT SINGAPORE CHANGI AIRPORT

Qianyi Yeo, Senior Associate, Changi Airport Group (Singapore) Pte Ltd, Singapore

Airside users utilising parking stands beside an active taxiway are at potential risk of being affected by aircraft jetblast when operational aircraft turn towards the south for departure. This restriction required this taxiway to be uni-directional. With the installation of the jetblast fence, the taxiway can be converted into a bi-directional taxiway, which allows ATC to use it for batching of departures. This improves the facilitation of departures when wind direction is more favourable for departing aircraft from the south.

12:30

BENEFITS OF EASA RULES BEYOND EUROPE – DXB CASE STUDY

Velissarios Eleftheriou, A-CDM Implementation Manager, Dubai Airports, United Arab Emirates
Florian Schmidt, Chief Operating Officer, Airsight GmbH, Germany

The aerodrome regulations (Regulation EU No 139/2014) prepared by the European Aviation Safety Agency (EASA) are now in force in all EASA member states. For aerodromes within the scope of the regulations, these new standards supersede the national implementation of ICAO requirements. The new regulations constitute a paradigm shift, as aerodrome operators are now required to demonstrate compliance based on documentation. However, there are also opportunities as aerodromes may use alternative means than the one proposed by EASA to comply with a rule, and deviations to the applicable specifications for airport planning can be tolerated in a defined manner.

12:55
Q&A

13:05 - 14:15
LUNCH

14:15

CRISIS MANAGEMENT: BUILD RESILIENCE AND AVOID PITFALLS

Rupert Johnston, Director, Risk and Resilience, UK

In this interactive and entertaining presentation Rupert will bring to life the concept of building resilience. Using his extensive experience in the UK aviation industry (where he has advised many of the UK's airports, airlines, ATS providers and the CAA) the presentation will explain what preparedness looks like and how best to achieve it. Many organisations struggle to implement and maintain an effective response capability and do not adequately differentiate between responding to emergencies, achieving continuity and managing crisis. Rupert will unlock the techniques to building a true capability and highlight the deadly sins of crisis and emergency planning.

14:40

THE ANATOMY AND ECONOMICS OF LARGE-SCALE EMERGENCY COMMUNICATION SYSTEM IMPLEMENTATION

Michael Ferreira, VP Development - Aviation & Transportation, Jensen Hughes, USA

This paper will deconstruct the recent implementation of an NFPA 72-compliant Emergency Communication System in one of the busiest transportation hubs in the world. The presentation discusses the benefits of integrating the mass notification system (MNS), fire alarm system and public address system (audio/video) at airport facilities for effective emergency communications, with a look at why this approach makes sense from business, public safety and airport operations perspectives.

15:05

RESILIENCE OF THE EUROPEAN AIRLINE NETWORK TO MAJOR AIRPORT CLOSURES

Dr Pere Suau-Sanchez, Course Director, MSc in Airport Planning and Management, Cranfield University, UK

In our study, we analyse the resilience of the European air transport network to major airport closures from the perspective of the delays imposed on disrupted airline passengers. Using an MIDT dataset on passenger itineraries for February 2013, full-day closures of the 25 busiest European airports are simulated and disrupted passengers then relocated to minimum-delay itineraries within the respective alliances' networks where seat capacity is available. The results provide useful reference values for the development of policies aimed at improving the resilience of airports and transport networks.

15:30

IMPLEMENTING SAFETY-CRITICAL SYSTEMS – PROJECT MANAGEMENT UNDER DYNAMIC/ UNEXPECTED CONSTRAINTS

Yair Harry Gannot, Director Aviation Safety, Israeli Airports Authority (IAA), Israel
Zeev Nativ, Division Manager, Liacom Systems Ltd, Israel

ICT projects often suffer schedule delays, exceeding the initial budget, missing business objectives and not fully meeting the expected scope and quality. Project management of safety-critical systems in a dynamic and unexpected environment is even more challenging. Israel Airports Authority researched the root causes of such project risks, and developed practical and effective methods to mitigate them. The presentation will introduce the general outline of the solution – principles, methodology, lifecycle and organisational structure. It will offer a case study of a complicated project that turned out to be a success story, and will detail the lessons learned.

15:55
Q&A

16:05 - 16:25
BREAK

SEE OUR WEBSITE FOR THE LATEST UPDATES
www.passengerterminal-expo.com

16:25

PANEL DISCUSSION: HOW TO DEAL WITH UNEXPECTED SITUATIONS AND DISRUPTED AIRPORT OPERATIONS

Yair Harry Gannot, Director Aviation Safety, Israeli Airports Authority (IAA), Israel
Michael Ferreira, VP Development - Aviation & Transportation, Jensen Hughes, USA
Dr Pere Suau-Sanchez, Course Director, MSc in Airport Planning and Management, Cranfield University, UK
Rupert Johnston, Director, Risk and Resilience, UK
Zeev Nativ, Division Manager, Liacom Systems Ltd, Israel

17:00

SKYTRAX WORLD AIRPORT AWARDS & DRINKS IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

DAY 2 - WEDNESDAY 16 MARCH

09:00 - 17:30

TECHNOLOGY: PASSENGER PROCESSING, TRENDS IN CHECK-IN & SELF-SERVICE

SPONSORED BY DESKO

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Al Lyons, Firmwide Director of IT & Electronic Systems, HOK, USA
Maurice Jenkins, Director, Information Systems and Telecommunications, Miami Dade Aviation Department, USA

09:05

MOBILE TRAVEL ASSISTANT

Wilhelm Sepp, IT Governance and Strategy, Munich Airport, Germany

Currently, there is no possibility for passengers to download a single app that guides and assists them during the whole travel chain. Every market participant gives them the support they think is the best. Therefore, a passenger is forced to download several apps from airports, airlines, public transport companies, etc. Imagine the Mobile Travel Assistant supporting a passenger along the entire travel chain, giving them context-relevant information and offering all the support you need at whatever point in the journey you are. The German airports involved would like to show you how this works.

09:30

FRONT-LINE EMPLOYEE MOBILITY

David Kensick, Managing Director Airport Innovation, United Airlines, USA

A mobile strategy should provide full capabilities at every contact point with a passenger and for their baggage. Mobile devices will enable a personalised customer experience by providing next-generation tools to front-line employees. In addition the tools should optimise information streams and harmonise existing legacy programmes into the palm of the front-line employees.

09:55

EFFICIENT USE OF FACILITY RESOURCES

Annie Lee, Staff, Taoyuan International Airport Corporation, Taiwan

Due to the rapid growth in passenger numbers (January-June 2015, 7.02% growth compared with same period last year) and limited resources, Taoyuan International Airport needed a way to optimise the utilisation of airport check-in counters, reduce the long queues and also provide good service to passengers. The airport is working on a system to allocate check-in counters automatically and more efficiently, and will share its practical experience with the audience.

10:20

WHAT'S THE BEST WAY OF BOARDING?

Heidrun Holin, Project Manager Product Management, Deutsche Lufthansa AG, Germany
Kerstin Meraner, Customer Experience, Deutsche Lufthansa AG, Germany

At Lufthansa we have undertaken a boarding improvement project for the last year and noticed that there is no one 'perfect' way of boarding, but that the boarding experience can be influenced by a number of measures.

10:45 **Q&A**

10:55 - 11:15 **BREAK**

11:15

CREATING A SEAMLESS AIRPORT EXPERIENCE

Tina Bergsma, VP International Station AF/KL, KLM, Netherlands

The presentation will offer insights into the future AF/KLM customer journey at the airport: how innovation is enabling customers and staff to create a seamless and personal travel experience.

11:40

TRANSITION TO DIGITAL BUSINESS – ACSA VIEW

Sello Mmakau, Group Chief Information Officer, Airports Company South Africa, South Africa

Airports Company South Africa is in a transition phase towards a digital airport business. The presentation will highlight the digital strategy, which focuses on key dimensions of passenger experience, business intelligence, social and mobile applications, digital business and the implementation roadmap thereof.

12:05

ONE SINGLE TOKEN

Cees de Vos, Independent Consultant, Foxies Consult, Netherlands

With the help of IATA, paper tickets are now being replaced with electronic tickets. However, passengers do want something tangible in their hands and do not leave home without a hard copy of the e-ticket. With the introduction of permanent bag tags, a new range of technical solutions are captured in one token, including e-ink and NFC. E-tags have been successfully introduced by QF in Australia for the domestic market. Expansion will rapidly follow with the introduction of backward compatible e-ink solutions. Secure display smart cards can present tickets, boarding passes and/or documents as well as contain biometrics used for border crossing.

DAY 2 WEDNESDAY 16 MARCH

12:30

A 360 VIEW OF THE PASSENGER'S JOURNEY WEB TO WING

Melissa Furze, Vice President of Data & Analytics, DAA, Ireland

The 360 view of the passenger refers to the development of a joined-up view of our passenger's journeys web to wing. It is enabled by integrating data about our passengers' journeys and our airport operations across multiple passenger touchpoints. This will enable us to: bring all events that impact operations (landside and airside) into a common view; provide real-time information to drive on-the-ground decisions, better resource allocation and operational efficiencies; drive revenue growth through data-driven personalisation; accurately measure and monitor passenger flows; gain a deeper understanding of our passengers' behaviour.

12:55
Q&A

13:05 - 14:15
LUNCH

14:15

THE ROAD LESS TRAVELLED

Anne Carnall, Global Implementation Manager, Fast Travel, IATA, Switzerland

Modern technology can have a huge impact on passenger processing times. What could this mean for your airport or airline? How can you design your airport for the future? What can we learn from the past and use in the future?

14:40

DESIGN OF INTEGRATED PASSENGER SELF-SERVICES AT ORLANDO INTERNATIONAL AIRPORT

John Newsome, Director of Information Technology, Greater Orlando Aviation Authority, USA
Francis Barich, Principal, Barich Inc, USA

As the aviation industry continues to rapidly adopt passenger self-service opportunities, there is a growing need to design and deploy these functions in an integrated process across the entire passenger journey. This presentation provides a focus to the airport operator, airline and key airport stakeholders in improving the passenger's journey through the entire air-travel experience. It specifically presents the requirements for, and benefits of, a well-established integrated passenger self-services programme (IPSSP). Case study discussion is presented from Orlando International Airport on improvements in the existing North Terminal Complex and design concepts for the new South Terminal Complex.

15:05

THE HAPPY FLOW REVOLUTION: PASSENGERS USING THE AIRPORT BY THEMSELVES

James Fazio, Chief Executive Officer, Aruba Airport Authority NV, Aruba
Jean-François Lennon, Vice President for Global Business Development & Sales, Vision-Box, Portugal

Happy Flow is the first 100% self-service passenger flow based on biometrics. The award-winning initiative is reshaping the passenger experience, and marks the onset of a new era for aviation. Operating in Aruba as the result of a multi-stakeholder collaboration, it enables paperless biometric identification of passengers after check-in, removing physical and psychological barriers and providing a seamless flow until boarding. A unifying management platform orchestrates all common-use passenger touchpoints and the whole security infrastructure, organised in intelligent information layers (privacy by design), providing stakeholders with a real-time permanent monitoring tool for improved efficiency, risk anticipation, security and revenue.

15:30 - 15:40
Q&A

15:40 - 16:00
BREAK

16:00

TAOYUAN INTERNATIONAL AIRPORT TRANSFORMATION – SMART AIRPORT

Xiang-Ting Huang, Staff, Taoyuan International Airport Corporation, Taiwan

Passenger volume at Taoyuan International Airport will reach 38 million people by the end of 2015. However, our current two terminals can only accommodate 32 million people. To solve the capacity issue, we began a transformation programme: Smart Airport. The programme includes not only traditional space expansion but also IT system reformation. There are seven or eight sub-projects under the programme, including automatic downtown pre-check-in service, T2 expansion, smart terminal, GTC, etc. We expect that after the programme is complete, Taoyuan International Airport will really transformed into a smart airport.

16:25

AÉROPORTS DE PARIS OPEN INNOVATION APPROACH TO MEET NEW CHALLENGES

Sebastien Couturier, Senior Manager - Innovation, Aéroports de Paris, France

Aéroports de Paris has identified open innovation as an opportunity to improve competitiveness and shape the future of airports. In-house challenges, worldwide student sourcing, hackathons, start-up programme and strong links with the local and global innovation ecosystems (incubators, clusters, etc.) are a few examples of open innovation methods that are being implemented by the group.

16:50

HOW A POINT-TO-POINT AIRPORT CAN CONQUER ITS TERMINAL TEMPORARY CONGESTION

Shannon Chen-Yin Hsieh, Technical Specialist, Civil Aeronautics Administration, MOTC, ROC, Taiwan

Kaohsiung International Airport (KHH) is located in southern Taiwan, with a number of airlines providing scheduled flights to destinations in Asia. Since the Direct Cross-Strait Flights policy was proposed in 2008, the traffic at KHH has increased year by year. However, due to its point-to-point characteristic and space restrictions, KHH's departure hall has faced overcrowding during peak hours. To offer a comfortable environment, we thought deeply about each departure process and adopted short-term solutions. Now KHH offers higher service quality to its passengers.

17:15
Q&A

17:30

SKYTRAX WORLD AIRPORT AWARDS
& DRINKS IN THE EXHIBITION HALL FOLLOWING THE CONFERENCE!

DAY 3 - THURSDAY 17 MARCH

09:00 - 13:05

AIRPORT DESIGN, PLANNING & DEVELOPMENT

09:00

INTRODUCTION BY CONFERENCE CHAIR

John Mok, Principal - Aviation, Jacobs, USA

09:05

SIMULATION MODELLING AND LEVERAGING AIRPORT DATA FOR AIRPORT PLANNING

Nancy Baggio, Manager, Engineering Planning, Vancouver Airport Authority, Canada

Presentation on the development of a simulation model that replicates the flow of passengers and baggage through our airport. This may sound like a routine effort in planning; however, what differentiates our work is the fact that we have leveraged the use of airport data mined from our various systems to provide very specific schedule and process inputs to our model. This presentation will take the audience through our development process, including how we have leveraged the use of airport data to providing meaningful input schedules. It will also provide some specific examples of our project outputs.

09:30

IMPLEMENTING IMMERSIVE MEDIA SYSTEMS AT LAX

Aura Moore, Deputy Chief Information Officer, Los Angeles World Airports, USA

David Kipp, Vice President - Technology Services, Burns Engineering, USA

The recent opening of the Tom Bradley International Terminal at LAX premiered the introduction of immersive media in the airport industry. The Integrated Environmental Media System has been described as 'eye-popping', 'a pioneering project', 'breathtaking' and 'a stunning success' in various reports. The IEMS is a frontier project that merges an IT-based audio-visual system with terminal architecture to produce an extraordinary and captivating passenger experience.

09:55

HIGH-TECH/HIGH-TOUCH: TECHNOLOGY AND AUTHENTIC EXPERIENCE AT SFO'S TERMINAL 1

J Lee Glenn, Director of Aviation Design, HKS Inc, USA

Richard Spencer, Design Director - Aviation, Woods Bagot, USA

Technology supports the traveller through information exchange, but also disconnects from direct experience. The Millennial Generation in particular insists on the personal delivery of information via smart devices, while also seeking connectivity and experiential spaces. The presentation shows SFO's Terminal 1 redevelopment programme and how it is reconciling this dichotomy. The 850,000ft² programme will include the latest informational and wayfinding technology, while incorporating elements that reconnect the traveller with an authentic experience reflective of the culture and attributes of the Bay Area. By relating high-tech and high-touch, the terminal exhibits a unique sensitivity to modern travel needs.

10:20

TRANSFORMING PASSENGER EXPERIENCE – PLACE-MAKING, PROCESS AND PERFORMANCE

David Tomber, Avia tion Planning Program Manager, Port of Seattle, Seattle-Tacoma International Airport, USA

This presentation will focus on a multi-faceted approach for transforming passenger experience that considers regional place-making, process improvement and economic performance in airport terminal design. Many terminals around the world miss out on a competitive opportunity to create a unique experience for passengers branded to the specific region and culture. Operational and technological process improvements in the terminal of the future will lead to hassle-free and speedy travel through a fully automated journey. High economic performance can be achieved through integration of appropriate retail concepts, lifecycle decisions and sustainability considerations that reduce energy, water and material use.

10:45
Q&A ?

10:55 - 11:15
BREAK

11:15

CHALLENGES: A SMALL AIRPORT'S VERY RAPID GROWTH

David-Ioan Ciceo, CEO, Cluj International Airport, Romania

The very rapid traffic growth of Cluj International Airport, Romania, from 130,000 in 2003 to more than 1.5 million in 2005, involved many challenges. The airport strategy development completed in 2005 to increase the traffic to more than 1 million passengers proved realistic. The strategy was successfully implemented with three key factors: marketing strategy, infrastructure development and investments financing. Two key issues we had to cope were internal and external of our organisation. Internally, the rapidly growing organisation urgently needed many new competencies; externally, the involvement of all our stakeholders was essential.

11:40

MUNICH'S NEW SATELLITE TERMINAL – THE FINAL COUNTDOWN

Philipp Ahrens, Director Project Team Satellite, Terminal 2 Management Company Munich Airport, Germany

The presentation will give an impression of this brand-new building and address the challenges experienced and lessons learned during construction of such a huge building while maintaining operations around it.

12:05

CHALLENGES OF CONSTRUCTING WORLD-CLASS AIRPORTS IN REMOTE LOCATIONS

Patric Przeradzki, Architect, Woods Bagot, Australia

Since delivering the new T1 domestic pier in Perth, Western Australia, Woods Bagot has a unique insight into the challenges faced designing and delivering airport infrastructure in remote locations. Existing airports are transforming rapidly to meet the expectations of passengers and airlines to provide a world-class level of service. What were the challenges of delivering and constructing world-class facilities in Perth, Australia? What were the

lessons learned and how will we approach designing and constructing airports in remote regions going forward?

12:30
GENEVA AIRPORT EAST WING: INTEGRATION OF ORAT, PLANNING AND CONSTRUCTION
Alexander Larisch, Project Director, Fraport AG, Germany
The case study shows how an ORAT programme can be integrated into the entire planning and construction period and how this benefits all stakeholders.

12:55 **Q&A** ?

13:05 - 15:00 **LUNCH**

DAY 3 - THURSDAY 17 MARCH

09:00 - 13:05

AVIATION & BORDER SECURITY, CONTROL & FACILITATION

09:00
INTRODUCTION BY CONFERENCE CHAIRS
Brian Engle, Director of Customer Service, Greater Orlando Aviation Authority, USA
Dr Jean Salomon, Principal, JSCP, France

09:05
CHANGING SECURITY MEASURES AND THEIR INFLUENCE ON TERMINAL INFRASTRUCTURE
Dr Kai Wendler, Senior Manager Process and Checkpoint Management, Fraport AG, Germany
Changes in security regulations are a constant challenge for airport planners and operations managers. Additional security measures and new, increasingly sophisticated technologies have to be integrated into the existing checkpoints and terminal infrastructure.

09:30
SCHIPHOL SECURITY SERVICE – AN INNOVATIVE CONCEPT
Benno De Zwart, Project Director, Amsterdam Airport Schiphol, Netherlands
Gerard van der Veer, Architect, NACO, Netherlands Airport Consultants, Netherlands
On 3 June 2015 Amsterdam Airport Schiphol installed central security filters throughout the airport. The main reasons were to enhance passenger comfort while travelling through and during their stay at the airport, and to implement a sturdy and future-proof security process. Considering the existing terminal building and the limited amount of space at the airport, we had to build extra floors inside and outside. It was a huge challenge to construct and convert in an area that is used by passengers and personnel 24/7. This big project was successfully completed, together with all the different stakeholders at the airport who cooperated very well.

09:55 **Q&A** ?

10:05
INTRODUCTION BY PANEL CHAIR
Stanis Smith, Executive Vice President, Stantec, Canada

10:05
PANEL DISCUSSION: US PRE-CLEARANCE ON THE WORLD STAGE
Randy Howe, Director Field Operations, Preclearance Field Office, US Customs and Border Protection, USA
Vernice Walkine, President & Chief Executive Officer, Nassau Airport Development Company, Bahamas
Pat Neville, Vice President, Airport Planning and Technical Services, Greater Toronto Airports Authority, Canada
A pre-clearance facility is a US Port of Entry located at an airport in another country. Airports with pre-clearance can enable airlines to fly into any US airport. Until recently, pre-clearance was only available to Canadian and Caribbean Airports, but in 2015 the USA announced its intention to expand US pre-clearance around the world. This session will provide a balanced perspective of the benefits and challenges involved in implementing pre-clearance in an airport. The panellists will include US CBP (Customs and Border Protection), the CEO of an international airport that has pre-clearance, and consultants who have designed pre-clearance operations.

10:55 - 11:15 **BREAK**

11:15
ABC SYSTEM HELPS INCREASE SECURITY AND EFFICIENCY
Petr Malovec, Head of Department - National Border Situation Centre, Police of the Czech Republic - Directorate of Alien Police Service, Czech Republic
Demands on border control procedures are continually increasing, and one cannot expect that the current security level will be relaxed in the foreseeable future. The operation of an ABC system provides a unique opportunity to deploy human resources in a more efficient and secure way. Therefore the Czech Border Police decided to extend the number of operational e-gates at Prague Airport to 12, continuing the success story that began in 2011. The experience so far, as well as the operational figures, confirm that the decision taken has been correct.

11:40
DECREASING WAIT TIMES AND STRENGTHENING BORDER SECURITY USING TECHNOLOGY
Linda Schucroft, Director, Innovative Travel Solutions, Vancouver Airport Authority, Canada
The use of self-service kiosk technology to automate the administrative functions of border control in North America has had a positive impact on airport operations, allowing operators to increase international arrival traffic and reduce wait times – all without having to add additional space or resources. The use of this technology can also have a positive impact on border security. Learn about all of the benefits of a kiosk-based self-service border control solution, and how this technology can be configured to meet the immigration needs of virtually any country in the world.

12:05

SMART SECURITY: DELIVERING THE FUTURE

Guido Peetermans, Project Manager, Smart Security, IATA, Switzerland

Smart Security, a joint initiative of IATA and ACI, envisions a future where passengers proceed through security checkpoints with minimal inconvenience, where security resources are allocated based on risk, and where airport facilities can be optimised. The first wave of Smart Security solutions have been tried and tested, and are now ready for wider implementation. With the Smart Security Opportunity Assessment, IATA and ACI can assist airports to identify solutions that are most suitable to their unique regulatory, business and operational requirements. In the meantime, research, testing and evaluation of a second wave of Smart Security solutions is under way.

12:30

IT INTELLIGENCE IMPROVES PASSENGER QUALITY FACTORS AT AIRPORT SECURITY SCREENING

Harris Markopoulos, Manager Security and Emergency Services, Aegean Airlines, Greece

Dr Miquel Angel Piera, Professor, Universitat Autònoma de Barcelona, Spain

Peak workloads at screening processes are the main bottleneck of several airport terminals. INTERACTION developed a tool to smooth this peak: influencing passenger preferences by assigning time windows with different reward policies. This will help balance demand with capacity at the passenger screening process. Besides the different reward mechanisms to extend the use of the proposed technology in Athens Airport, the impacts that can be achieved with the tool are: better management of passenger dwell time transforming queuing by waiting, a reduction of idle airport resources and improved predictability at boarding for the airline.

12:55
Q&A

13:05 - 15:00
LUNCH

DAY 3 - THURSDAY 17 MARCH

09:00 - 13:05

COMMERCIAL DEVELOPMENT, RETAIL, CONCESSIONS & MEDIA

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Jeremy Corfield, Partner, CPI, Australia

Dr Patricia Ryan, CEO, Decision Services International LLC, USA

09:05

BRANDING AN AIRPORT OR CONCESSION

Vivica Brown, Assistant General Manager - Commercial, Hartsfield-Jackson Atlanta International Airport, USA

ATL has a new marketing department that is engaged in branding campaign and marketing efforts to capture a percentage of the 60 million transfer/connecting passengers. It includes concerted efforts with regional stakeholders along with innovative tech solutions and social media efforts.

09:30

AIRPORT BRAND, IMAGE AND THE PASSENGER EXPERIENCE

C T Miller (by video), Executive Director, Louisville Regional Airport Authority, USA

April Meyer, Principal, Senior Terminal Designer, Alliiance, USA

Image, terminal development and brand are all inextricably linked through the lens of passenger experience. At most airports, public relations, brand and logo design have traditionally occurred through independent development efforts. April and Skip will discuss the potential inherent in the synergy of these elements, and how they can be coordinated to achieve maximum impact. Examples from several airports will be used to illustrate, with a more detailed case study of recent work at Louisville Regional Airport.

09:55

BUILDING THE DEN BRAND – A CUSTOMER-FOCUSED GROWTH STRATEGY

Amy Bourgeron, Marketing Specialist, Denver International Airport, USA

DEN is launching a refreshed brand built on its strategic vision to become 'America's favourite connecting hub, where the Rocky Mountains meet the world'. Winning the hearts of our customers is at the heart of our branding strategy. Developing this strategy has taken two years. We studied our competitors and industry best practices. We talked to travellers. We learned how they travel, what they expect when travelling and how much they spend when they travel. All of this information helped us craft a brand position for DEN and prioritise our focus and investments on a customer-focused growth strategy.

10:20

CULTURE, VALUES, BRAND AND STRATEGY – THE POWER OF ALIGNMENT

Peter Spurway, VP, Airport Experience, Halifax Stanfield International Airport, Canada

There is tremendous power available to airports that create an alignment among their culture, values, brand and strategy: the power to attract and retain talent; increase productivity; delight customers and clients; enrich employees' lives; make their world one of innovation, progress and fun; and strengthen the top, middle and bottom lines as well. Is it worth the effort? It's very hard to say no when considering the overwhelming success of organisations such as Costco, Starbucks or Whole Foods. Focusing your airport's attention on the alignment between its culture, values, brand and strategy is a powerful tool for growth.

10:45
Q&A

10:55 - 11:15
BREAK

11:15

REDESIGNING WAYFINDING AND ADVERTISING FOR IMPROVED PASSENGER EXPERIENCE AND REVENUES

Gunnhildur Vilbergsdottir, Commercial Manager, Keflavik Airport, Iceland
Philip Weake, Managing Director, Compass International Media, UK

Keflavik is one of the fastest-growing airports in Europe, with 21% more passengers in 2014 and 24% to August 2015. The pressures on terminal facilities are huge, and management is focusing on initiatives to help manage passenger flows efficiently and improve the passenger experience. Although advertising was generating high revenues, it was seen as too dominant in key areas, and often competed with wayfinding for the passengers' attention. It was decided to redesign the wayfinding and advertising programmes in key areas. The results have been outstanding, in terms of clearer signage and higher revenues.

11:40

MEDIA MANAGEMENT: THE WHOLE TRUTH AND NOTHING BUT THE TRUTH

Fiona Lander, Executive General Manager, Perth Airport Pty Ltd, Australia

Airport infrastructure projects are notoriously complex, with long lead in design, development, approvals/consultation timeframes, followed by project execution. Maintaining excellent media relationships and not compromising your company's public reputation relies on a balance being found between telling the whole truth and nothing but the truth, and not over promising. Always pushed by the media for implementation dates, we found a balance by defining projects as a 'state', not a 'date'. The complexity of these projects means we are almost always going to experience slippage – so let's tell the truth and set realistic expectations that we can meet.

12:05

SOCIAL MEDIA ON THE WORLD STAGE

Paul Brugger, Founder and CEO, TIC Ltd, Ireland

The problem with social media is that one-on-one interaction with hundreds or thousands of customers across the world is both time-consuming and expensive. Paul shares insights into how some of the largest airports are using technology to communicate to passengers via social media. The presentation includes case studies of renowned airports around the globe that provide passengers with automated real-time updates, social disruption communication and commercial tweets.

12:30
Q&A ?

12:40

PANEL DISCUSSION: TOPICAL THEME AND PANELLISTS – TO BE ANNOUNCED

13:05 - 15:00
LUNCH

DAY 3 - THURSDAY 17 MARCH

09:00 - 13:00

CUSTOMER SERVICE & PASSENGER EXPERIENCE

SPONSORED BY DESKO

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Catherine Mayer, Vice President, SITA, USA
Hiosvany Muina, North America Airport Regional Manager, Copa Airlines, USA

09:05

THE CUSTOMER EXPERIENCE: BEYOND CREATING A SENSE OF PLACE AT THE AIRPORT

Catherine Mayer, Vice President, SITA, USA

Preparing today for tomorrow's travellers is essential, especially considering how technology is influencing the journey. Robots, drones, augmented and virtual realities will all be part of the experience.

09:30

TO IT OR NOT TO IT...

Stephen Shaffer, Chief Information Officer, DFW International Airport, USA
Mazhar Butt, SVP Customer Experience, DFW International Airport, USA

The worlds of customer experience and information technology often become blurred. Which drives the other? Is IT a means to the end or the end in itself? In this presentation, the joint speakers will present a compelling case for how IT can transform a great customer experience strategy into a world-class product.

09:55

AIRPORT COMMUNITY APP – BE IN TUNE WITH THE AIRPORT

Abhilash Chacko, Head of IT Commercial, Gatwick Airport Ltd, UK

At Gatwick, we recently launched the Airport Community app to deliver up-to-date information to the entire workforce at Gatwick, regardless of which company they work for (airline, ground handler, retailer, hotel, etc.). In short, the Airport Community app will help everyone be in tune with the airport and deliver better passenger experience. Instead of developing a custom app for Gatwick, we worked with an app developer to create a generic Airport Community app that can be used in any airport in the world.

10:20

AIRPORT EXPERIENCE IN 2050 – IT'S ALL ABOUT DATA CONNEX

Andreas Deistler, Senior Project Manager Consulting, Fraport AG, Germany

Along the travel chain and from third parties (e.g. social media) a lot of data is collected about and around the traveller. His socio-demographics, his booking and travel preferences, his income and spending profile, his habits and behaviours, his likes and dislikes, his social network – all this information is stored in databases around the world. How could this data be used in favour of the passenger? What could an airport experience in the year 2050 look like?

This presentation offers a provocative outlook on travelling through an airport of the future.

10:45
Q&A

10:55 - 11:15
BREAK

11:15

INNOVATIVE QUEUE MANAGEMENT THROUGH AUTOMATED SENSING TECHNOLOGY

Brian Cobb, Vice President - Customer Experience, Cincinnati/Northern Kentucky International Airport, USA

CVG is the first domestic US airport to deploy this particular technology to provide accurate wait time information to its customer base and key stakeholders. It is a hosted solution whereby strategically placed nodes sense wi-fi and Bluetooth-emitting devices (e.g. smartphones). Once a device's signal is captured, measurable time differences may be analysed between nodes. The system allows the airport to notify customers about current wait times. A combination of CVG's website and in-airport display monitors provides a significant experiential enhancement toward easing anxiety. The deployed technology also supports a host of analytics for airport and TSA personnel.

11:40

PASSENGER BEHAVIOUR MONITORING AND PASSENGER TRACKING: A WI-FI-BASED SOLUTION

Barbara Melotti, Process Control, Quality and Facilitation Manager, Aeroporto G. Marconi di Bologna SpA, Italy

Dr Sergio Bonora, CEO, Laboratori Guglielmo Marconi SpA, Italy

A better and more detailed knowledge of passenger behaviour, passenger flows, passenger queueing and dwell times in various areas within the airport (check-in, dining, retail, security screening, arrivals, boarding, etc.) can be used to improve queue management response, revise airport layout to optimise passenger flows, and provide retail managers with information on customer behaviour. A wi-fi-based software solution has been developed at Bologna Airport, where it is currently being used as a management support system. It is also used to provide passengers with location-aware services and information, thereby improving the perceived quality of their airport experience.

12:05
Q&A

12:15

INTRODUCTION BY PANEL CHAIR

Campbell Kennedy, Founder/CEO, LocusLabs, USA

12:15

PANEL DISCUSSION: AIRLINE APPS' USE OF INTERACTIVE AIRPORT MAPS TO IMPROVE EXPERIENCE

Carlos Faxas, Manager, New Technology and Digital Concepts, United Airlines, USA

Kevin O'Sullivan, Director of Emerging Technologies, SITA Lab, SITA, UK

A majority of travellers are now using mobile. This presentation will explain how airports and airlines are collaborating to help passengers navigate and find their way to anything within airports. Hear about United Airlines' recent app deployed using high-fidelity interactive maps at 19 of its hubs and key airports, how they are using location services and why. Also hear about Seattle-Tacoma International Airport's recent investment in BLE-beacon technologies and how airlines are beginning to provide airports with a presence within airline apps.

13:00 - 15:00
LUNCH

DAY 3 - THURSDAY 17 MARCH

09:00 - 13:30

IASA FORUM

INTERNATIONAL ASSOCIATION FOR SUSTAINABLE AVIATION FORUM – DETAILS TO BE ANNOUNCED SOON

DAY 3 - THURSDAY 17 MARCH

09:00 - 13:30

IATA FORUM

INTERNATIONAL AIR TRANSPORT ASSOCIATION FORUM – DETAILS TO BE ANNOUNCED SOON

Three global airport development highlights 2016 IATA will host airport authorities, their consultant teams and key airline representatives to discuss the latest major global airport developments. - Latest development trends - Incorporating 'Fast Travel' into future design - Integration of new and existing facilities

09:00

INTRODUCTION BY CONFERENCE CHAIR

David Stewart, Head of Airport Development, IATA, UK

SEE OUR WEBSITE FOR THE LATEST UPDATES
www.passengerterminal-expo.com

DAY 3 - THURSDAY 17 MARCH

09:00 - 13:05

INCREASING AIRPORT CAPACITY

09:00

INTRODUCTION BY CONFERENCE CHAIR

Graham Bolton, Global Aviation Development Director, Atkins, UK

09:05

INCREASING LOAD FACTORS AND TERMINAL DESIGN

John Trupiano, Principal, Corgan, USA

As narrow-body aircraft continue to increase in size and airlines develop creative ways to install additional seats, the old '80 of 80' rule is dead. With more seats and passengers on each flight, existing hold lounges are becoming overcrowded with unanticipated passenger loads. This presentation will look at ways to relieve some of the pressure at existing terminals, and explore the implications for the next generation of terminal design through several case studies including DFW, PHX and LAX.

09:30

CAPACITY PLANNING AT THE WORLD'S BUSIEST INTERNATIONAL AIRPORT

Robert Whitehouse, Director of Capacity Planning, Dubai Airports, United Arab Emirates

Dubai is the world's busiest international airport, with traffic levels approaching 80 MPPA. The unprecedented growth continually challenges the airport capacity. This presentation details some of the key capacity requirements and the various approaches that the airport is adopting to make best use of capacity and maximise throughput. The presentation will outline the approach that Dubai Airports undertakes in assessing capacity, including planning tools, declaration process and future strategies for managing demand capacity.

09:55

WHOLE-SYSTEM THINKING IN A CAPACITY-CONSTRAINED AIRPORT

Christopher Wright, Process Improvement Director, London City Airport, UK

David Ruiz-Celada, Airport Capacity Planner, London City Airport, UK

London City Airport is well known for its convenient location in the heart of London and for its even more convenient passenger time proposition, allowing for quick journeys through the arrivals and departures processes. However, as the London market has become more constrained, LCY has been growing rapidly. This presentation will focus on what solutions the airport and its Continuous Improvement Team have implemented to maintain the airport's passenger proposition while facing challenging throughput increases.

10:20

CAPACITY IMPROVEMENT PLAN BY RESTRUCTURING RETS AT NRT'S MAIN RUNWAY

Masahiro Ihashi, Manager, Airport Planning Office, Planning Department, Narita International Airport Corporation (NAA), Japan

Tokyo's Narita International Airport (NRT) is in the process of making new masterplan for the next 20-30 years. Ahead of this, NAA is going forward with a short-term plan to improve the hourly capacity of the existing two runway systems by restructuring rapid exit taxiways (RETs). For this short-term runway capacity improvement, NAA has conducted a planning process with various case studies by utilising computer simulation of runway/RETs to analyse runway occupancy time, together with coordination with ATC and NRT-based pilots.

10:45
Q&A ?

10:55 - 11:15
BREAK

11:15

INCREASING CAPACITY AND SERVICES DURING EXTREME GROWTH WITHIN EXISTING TERMINAL

Guðmundur Daði Rúnarsson, Deputy Terminal Director, Keflavik Airport, Iceland

The talk will take the audience through how Keflavik Airport has been keeping up with double-digit growth for the last five years by increasing capacity, streamlining processes and improving services all within the same terminal footprint. Innovation, design and planning for capacity improvements in the form of efficient processing have made the airport grow beyond its declared capacity at the same time as being awarded ACI Best Airport in Europe. The philosophy and implementation of passenger processing efficiency as well as main challenges during the implementation and the lessons learned will be at the core of the talk.

11:40

ENTERING THE NEXT LEVEL OF CAPACITY PLANNING SKILLS

Thomas Hoff Andersson, Director of Airport Optimisation, Copenhagen Airports, Denmark

Learn how one of the world's most efficient airports continues to strengthen the link between sophisticated operational planning methodologies and advanced capacity planning tools. Expanding from 25 to 40 million passengers within the existing footprint requires excellent change management skills, extraordinary data analytics skills and a state-of-the-art planning tool. A development partnership between Copenhagen Airports and Beontra has enabled the airport to constantly increase capacity utilisation levels, and simultaneously increase passenger satisfaction. If your airport is facing capacity constraints or operational performance issues, this presentation will provide inspiration.

12:05

IMPROVING CAPACITY PLANNING WITH OPERATIONS RESEARCH

Giovanni Russo, Head of Planning & Engineering, Flughafen Zürich AG, Switzerland

Operations research provides an excellent methodology to improve capacity planning and with that to achieve operational excellence at an airport. The presentation will show how operations research techniques are used at Zurich Airport to improve departure punctuality.

12:30

DEVELOPMENT OF SMALL/MID-SIZE AIRPORTS

Sven Arzt, Project Director Airport Consulting, Fraport AG, Germany

Once a masterplan is finalised or updated, it is considered to be a guideline for the development of an airport. However, an airport is not growing in all areas simultaneously. Alongside traffic predictions, legal or operational requirements, a conceptual planning in phases for the modification of existing or newly required facilities aims to optimise the utilisation and productivity of a given or complete new infrastructure. When expanding or constructing airport facilities, cost factors almost always require that existing buildings and infrastructure remain in use whenever possible; thus, structured future growth during operation is required.

12:55
Q&A

13:05 - 15:00
LUNCH

DAY 3 - THURSDAY 17 MARCH

09:00 - 13:20

TECHNOLOGY: BAGGAGE PROCESSING INNOVATIONS

09:00

INTRODUCTION BY CONFERENCE CHAIRS

Al Lyons, Firmwide Director of IT & Electronic Systems, HOK, USA
Maurice Jenkins, Director, Information Systems and Telecommunications, Miami Dade Aviation Department, USA

09:05

A SILVER LINING UPGRADING TO STANDARD 3 SCREENING

Giulio Leucci, Head of Commercial Bidding - M&A, Manchester Airport Group, UK
Damien Breier, Vice President, BNP Associates Inc, USA

The talk will provide an overview of Stansted Airport's upgrading of its hold baggage screening system from Standard 2 to Standard 3. The audience will be taken through the process of designing and procuring the new system and the challenges of implementing such a major upgrade in an operational environment. The opportunities that the upgrade provided to drastically improve functionality and power efficiency will be explained. Finally, the lessons learned and potential pitfalls to avoid will be reviewed.

09:30

BAGGAGE: LOOKING TO THE FUTURE

Andrew Price, Head of Airport Operations Management, IATA, Switzerland

This presentation will examine the total baggage management picture, and how all the different baggage systems can work together to give a better overall view of the baggage operation. New technologies such as the electronic baggage tag will be considered, as will concepts that will someday replace it.

09:55

T3IB – HEATHROW'S NEW, HIGH-TECH BAGGAGE SYSTEM AT TERMINAL 3

Darren Colderwood, Project Delivery Director T3/T5, Heathrow Airport Ltd, UK
Jenny Clegg, Head of Customer Relations & Service T2, Heathrow Airport Ltd, UK

An introduction to the new T3IB (Terminal 3 Integrated Baggage) facility at Heathrow. The presentation will look at the project from a number of angles: the intention of the project and the technological advancements; the building of the facility in a constrained environment; the launch of the new facility in a multi-handler and airline environment; the new ways of working for the users and how this was enabled and progressed; the business benefits of the now launched facility.

10:20

MEASURING ENTERPRISE-WIDE BAGGAGE PERFORMANCE MADE EASY

Mark Zessin, Director of Baggage Strategy and Performance, United Airlines, USA
Mark Stokes, Business Unit Manager, Brock Solutions, Canada

The goal: improve baggage performance. The challenge: we have lots of opinions and ideas. How do we determine what will have the greatest impact? The tools: implementing an enterprise-wide baggage performance monitoring system provides a clear indication of where today's systems are struggling, and how to prioritise future improvements by presenting real-time standardised performance data in customisable ways using high-level system-wide overviews to station specific details. The case study: how United Airlines put its data to work to help it understand the factors contributing to its system-wide baggage performance, allowing it to implement improvements.

10:45
Q&A

10:55 - 11:15
BREAK

11:15

RECLAIMING THE BAGGAGE RECLAIM: FROM STORAGE FACILITY TO LEAN OPERATIONS

Louise Brix-Hansen, Senior Project Manager, Copenhagen Airports, Denmark

How do you cope with increased volume of baggage requiring manual handling and storage in the baggage reclaim area, when expansion is not possible? How do you avoid baggage overflow, taking up space required for passengers and commercial activities, without increasing the costs of operation? By teaming up with ground handlers and through detailed data and process analysis, Copenhagen Airports was able to identify and implement solutions to improve process efficiency, capacity utilisation and passenger satisfaction in baggage reclaim, while reducing the total costs of operation.

11:40

TORONTO PEARSON BAGGAGE MASTERPLANNING – BUILDING AN INTERNATIONAL HUB

Pat Neville, Vice President, Airport Planning and Technical Services, Greater Toronto Airports Authority, Canada

Toronto Pearson is one of the fastest-growing airports in North America and is quickly establishing itself as North

America's gateway to the world. With passenger volumes expected to reach 50 million by 2020, Pearson's baggage masterplan is meeting the capacity and baggage transfer challenges head on.

12:05

HOLD BAGGAGE SCREENING STANDARD 3 – DESIGN, DEVELOPMENT, MACHINE SELECTION PROCESS

Richard Walker, Project Manager, Heathrow Airport Ltd, UK

Charlotte Hurlow, Associate, Airport Development, Ove Arup and Partners Ltd, UK

All EU baggage screening systems must meet European Civil Aviation Conference (ECAC) Standard 3 CT-based technology by 2020 (2018 in UK according to DfT regulations) in order to maintain compliance. The scale of the replacement, changes in technology, physical constraints of the equipment and the IT requirements set huge challenges for airports. Heathrow Airport has been on the Standard 3 replacement journey for a number of years and will reflect on observations from the design and development process, including the rationale behind the machine selection and maintaining commercial tension through design.

12:25

STANDARD 3 HOLD BAGGAGE SCREENING; DELIVERY WITHIN LIVE BAGGAGE OPERATION

David Bunn, Senior Project Manager, Heathrow Airport Ltd, UK

Heathrow Airport is currently undertaking a large-scale capital project to replace the current hold baggage screening equipment with European Civil Aviation Conference (ECAC) Standard 3 CT technology. The scale of the works in the live operation presents a significant challenge, which includes integrating building, structural, MEP, baggage and IT disciplines. How early proving trials have been used to reduce risk to the project, and how they are delivering the replacement project while maintaining resilient operations.

12:45

TIME FOR 'SMART' BHS IN THE USA – ONE YEAR LATER

Robert Mckinley, Airport Operations Specialist, Fidato Corporation, USA

Last year at Passenger Terminal CONFERENCE we said that at that time there were more than 50 'smart' baggage handling systems (BHS) deployed worldwide using RFID and individual container technology. These systems are capable of tracking baggage through multiple processes and changes of custody; associate with the passenger and provide valuable information that supports operational improvements. Last year these systems were being installed at virtually all major airports worldwide, but not one in the United States. The presentation will look at what has changed since last year.

13:10
Q&A

13:20 - 15:00
LUNCH

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Mike Kilburn, Senior Manager – Environment, Airport Authority Hong Kong, Hong Kong

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Mazhar Butt, Head of Customer Experience, Dubai Airports, UAE International Airport, USA

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Dominique Chavanne, Airport Planning Director, Aéroports De Paris, France

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Sean Loughran, Long-Range Planning Manager, Port of Portland, USA

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