

**FACILITATION (FAL) DIVISION — TWELFTH SESSION****Cairo, Egypt, 22 March to 2 April 2004****Agenda Item 5: Modernizing airport facilities and service delivery systems****INTERNATIONAL AIRPORTS – FACILITIES AND SERVICES
CHALLENGES AND PROSPECTS OF UPDATING ANNEX 9,
CHAPTER 6**

(Presented by the Secretariat)

1. INTRODUCTION

1.1 Chapter 6 “International Airports – Facilities and Services for Traffic” was added to Annex 9 in the Fifth Edition in 1964, on the recommendation of the 6th Session of the Facilitation Division. The intent was bring together in one place the standards and recommended practices concerning the facilities and services required to support the facilitation of passenger and cargo traffic flows through airports, in particular facilitation of the control processes of customs, immigration, quarantine, public health and aviation security. The SARPs placed in the new chapter were arranged into five general categories:

- a) general provisions;
- b) airport traffic flow arrangement;
- c) facilities required for implementation of public health measures and emergency medical relief;
- d) facilities required for clearance controls and operation of control services; and
- e) monetary exchange facilities.

1.2 Over the years many new provisions were introduced, on a variety of subjects relating to the planning, design and operation of airport facilities and customer service. While these additions were well intentioned, taking into account that there was not a dedicated manual, the result is that today, Chapter 6 is very bulky and wordy, containing over 70 SARPs. As many of these are written in language more befitting guidance material than SARPs, it is difficult to determine to whom they are addressed and what the operational objectives are. Some of the themes are elaborated on in the *ICAO Airport Planning Manual* (Doc9184-AN/902, Part 1, Second edition 1987, reprinted 2002), and this material also needs to be updated.

1.3 The Facilitation Panel, at its fourth meeting (2-5 April 2002), considered an initial effort by the Airports Council International (ACI) to propose a revision of the chapter as an extension of the Panel’s project to clarify, simplify and modernize Annex 9. The ACI proposals included a number of new

provisions, to address service quality, passenger service charges, baggage handling, inadmissible persons, disabled persons and cabin baggage, and recommended improvements to the presentation of existing provisions. Although these proposals were well received, the Panel agreed that the Secretariat should request comments in writing from Panel members and also call for suggestions for additions and deletions, with a view toward generating a final draft.

1.4 To date responses in this exercise have been limited, and basic issues of content and organization need to be addressed. It is suggested that perhaps two thirds of the SARPs in Chapter 6 could be converted into guidance material for a manual and removed from the Annex, as they concern aspects of airport and airline service management not closely related to procedures for border and security clearance and, as mentioned above, do not address a particular government function. A completely new text may be warranted.

1.5 The update of SARPs in Chapter 6 should focus on and be limited to:

- a) facilities and procedures required to handle expanding traffic volumes (including planning for new large aircraft);
- b) facilities required for efficient clearance through border and security controls (including the updating of technology and modernization of inspection procedures);
- c) facilities required for public health measures and emergency medical service;
- d) monetary exchange facilities and “duty-free” shops; and
- e) the business relationship between the airport and the resident government agencies.

1.6 The Secretariat proposes to constitute a group of experts familiar with landside operations in an airport, representing individual operators (including general and business aviation as well as airlines) individual airports and interested government agencies, to examine a comprehensive revision of the SARPs in Chapter 6. The expert group would work largely by electronic correspondence.

1.7 Division participants who may be interested in joining such a group are invited to contact the Secretariat during the Session, or afterward at e-mail fal@icao.int.

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