



**CONFERENCE ON THE ECONOMICS OF AIRPORTS AND
AIR NAVIGATION SERVICES**

Montréal, 15 to 20 September 2008

Agenda Item 1: Issues involving interaction between States, providers and users

1.3: Consultation with users

CONSULTATION WITH USERS

(Presented by Uganda)

SUMMARY

This paper discusses the issue of user consultation in the context of ensuring that the consultation process does not paralyse airports and air navigation service provision and development. It also discusses the need to develop mechanisms to address passenger needs – with special emphasis on tourism.

Action by the Conference is in paragraph 4.

1. INTRODUCTION

1.1 ICAO guidance on consultation between users on one hand and airports and air navigation services providers on the other provides a suitable framework for the benefit of all. The conference working papers so far posted on this subject present different approaches that need to be harmonized.

1.2 This paper considers the proposals of WPs/6, 22 and 26 and proposes a way forward.

2. DISCUSSION

2.1 The consultation process proposed in WP/6 is in line with good business ethics and leads into a harmonious working relations between users and the service providers. The additional text to *ICAO's Policies on Charges for Airports and Air Navigation Services* (Doc 9082), being proposed in WP/6, is acceptable.

2.2 WP/26 by the International Council of Aircraft Owner and Pilot Associations (IAOPA) on the other hand, introduces aspects that tend to strengthen the position of the users at the expense of the

service providers. The picture the paper presents draws from worst case scenarios and as such proposes a solution that is not fair to the service providers. The consultation process proposed in WP/26 will have the effect of paralysing operations and developments in airports and air navigation services. As such Uganda does not support the amendments proposed in WP/26.

2.3 WP/22 on the tourism perspective raises legitimate concerns of passengers in general and tourists in particular. The problem of how to represent passengers at user consultation fora remains unsolved. It would appear that since the situation of being a passenger/tourist is transient or temporary and for limited durations as opposed to other classes of users such as air operators that are “permanent”, the consultation mechanisms may not be the same. As such, until passengers/tourists establish representative organisations, or ICAO in collaboration with the World Tourism Organization (UNWTO) develops special mechanisms for them, passengers may have to depend on passenger feedback surveys conducted at airports.

3. **CONCLUSIONS**

3.1 From the foregoing discussion and as supported by the cited WPs/6, 22 and 26, the following conclusions may be drawn:

- a) User consultation should be encouraged and the right framework created in each State to facilitate it. The additional text to Doc 9082 by ICAO is acceptable.
- b) The consultation mechanism should not be to the detriment of the service providers. The amendments proposed in WP/22 is not acceptable.
- c) Guidance should be developed on passenger consultation.

4. **ACTION BY THE CONFERENCE**

4.1 The Conference is invited to review and adopt the conclusions in paragraph 3.1.

— END —