



ASSEMBLY — 39TH SESSION

EXECUTIVE COMMITTEE

**Agenda Item 19: Facilitation and the ICAO Traveller Identification Programme (ICAO TRIP) Strategy**

**THE EFFECT OF SERVICE QUALITY REGULATION  
ON BRAZIL'S AIRPORT INFRASTRUCTURE**

(Presented by Brazil)

**EXECUTIVE SUMMARY**

This working paper proposes the elaboration of Standard 6.6 of Annex 9 – *Facilitation*, which deals with the provision of adequate facilities to permit embarkation and disembarkation of passengers. The reason for this proposal is the need for a discussion on, and the elaboration of, the ICAO Standard, given its current formulation and Brazil's positive experience. This paper also provides a summary of the Brazilian experience with regulating the quality of service at international airports, taking into account the application of Annex 9.

**Action:** The Assembly is invited to:

- a) ask the Council to adopt actions to encourage the study and promotion of a work programme on facilitation and quality of service at airports in the technical forums of ICAO; and
- b) urge Member States to note the relevance of the issue.

<i>Strategic Objectives:</i>	This working paper relates to Strategic Objective C — <i>Security and Facilitation</i> .
<i>Financial implications:</i>	Additional resources are not required.
<i>References:</i>	Annex 9 – <i>Facilitation</i> (Fourteenth edition, October 2015) <i>Assembly Resolutions in Force</i> (as of 4 October 2013), Doc 10022

<sup>1</sup> Spanish version provided by Brazil

## 1. INTRODUCTION

1.1 Annex 9 to the Chicago Convention (1944) stipulates that each Contracting State shall ensure that airport operators provide adequate facilities to permit embarkation and disembarkation of passengers without delay. In the context of ICAO, the quality of services at airport terminals is partially addressed in Annex 9 – *Facilitation*. Bearing in mind the relationship between facilitation and quality of service, it is clear that it is essential and appropriate to encourage the study and promotion of a work programme on these subjects.

1.2 In Brazil, airport concession contracts establish requirements regarding the facilities (the airport elements necessary) and the quality of services (quality of service indicators - QSIs) applicable to the operators of airports under concession.

1.3 Brazilian regulations establish a system of quality of service indicators, which are metrics used to monitor, analyze, and assess the quality of service delivered at Brazilian airports. These QSIs include objective elements, such as length of wait times and the availability of equipment and facilities, as well as subjective elements related to passenger perception as regards the quality of service delivered.

1.4 This working paper presents the considerations of the Brazilian Civil Aviation Authority respecting its experience with regulating the quality of service at international airports under concession, taking into account the implementation of Standard 6.6 of Annex 9 – *Facilitation*. As well, this paper seeks to encourage the study and promotion of a work programme on facilitation and quality in the forums of ICAO, through the coordination of the Council, and to urge Member States to take note of the relevance of the matter.

## 2. HISTORY OF AIRPORT CONCESSIONS

2.1 The Brazilian government adopted an operation model based on the concession of airport infrastructure operation and expansion to private agents. This process began in 2011 with the first concession of an airport, that of São Gonçalo do Amarante (SBSG), continued in 2012 with the concession of the Brasília (SBBR), Guarulhos (SBGR), and Campinas (SBKP) airports, and had its third round in 2014 with the concession of the Confins (SBCF) and Galeão (SBGL) airports. The next concessions are set to take place in the first half of 2017, affecting the airports of Porto Alegre (SBPA), Florianópolis (SBFL), Salvador (SBSV), and Fortaleza (SBFZ).

2.2 In 2015, 45.45% of the passengers processed (embarked and disembarked) in the country were processed at these airports. If the airports undergoing concession are taken into account, the number rises to 57.81% of the passengers processed in Brazil.

## 3. QUALITY OF SERVICE INDICATORS (QSIS)

3.1 Under concession contracts, airport operators must conduct monthly assessments of their performance, by means of the continuous monitoring of quality of service indicators (QSIs). Thus, the indicators referring to facilities and services adequate for permitting the movement of passengers are classified according to objective elements (direct services and availability of equipment and facilities) and subjective ones (satisfaction surveys). The objective and subjective aspects of classification are described below.

- a) Direct services: measurement of wait times in security screening lines, measurement of the wait times of persons with disabilities.

- b) Availability of equipment and facilities: percentage of elevators available, escalators and moving walkways, baggage handling system (embarkation and disembarkation), passenger loading bridges, and appropriate equipment for the embarkation and disembarkation of persons with disabilities.
- c) Passenger satisfaction survey: rating of quality of information (signage, flight information, passenger notification system), availability of parking spaces, baggage carts, arrival and departure piers, availability of equipment to facilitate movement inside the passenger terminal. The scale for rating the various aspects of an airport ranges from 1 (very poor) to 5 (very good).

3.2 Additionally, each QSI provides values for the standards (minimum values) and for the targets (ideal values planned) related to different aspects of the services assessed. Thus, the evolution of service quality at terminals, and therefore of aspects of airport infrastructure, is reflected in the improvement of the results obtained for the QSIs selected. The results for some of the airports under concession are shown in tables 1, 2, and 3. The results are displayed according to the initial period of the concession.

Table 1 – Results for QSIs Related to Objective Elements: Direct Services<sup>2</sup>

<b>Airport</b>		<b>SBBR</b>		<b>SBGR</b>		<b>SBKP</b>	
Year		2014	2015	2014	2015	2014	2015
Wait times in security screening lines	% Pax > 5 min.	2.1%	5.4%	1.3%	2.0%	1.5%	1.1%
	% Pax > 15 min.	0.4%	0.8%	0.2%	0.4%	0.1%	0.0%

Table 2 – Results for QSIs Related to Objective Elements: Availability of Equipment and Facilities<sup>1</sup>

<b>Airport</b>		<b>SBBR</b>		<b>SBGR</b>		<b>SBKP</b>	
Year		2014	2015	2014	2015	2014	2015
Elevators, escalators and moving walkways		100.0%	99.8%	99.1%	99.6%	99.9%	99.9%
Baggage handling system (embarkation)		100.0%	100.0%	99.6%	99.8%	100.0%	100.0%
Baggage handling system (disembarkation)		100.0%	100.0%	99.9%	100.0%	99.9%	100.0%
Passenger loading bridges		100.0%	100.0%	99.6%	99.8%	100.0%	100.0%
Appropriate equipment for the embarkation and disembarkation of persons with disabilities		99.9%	99.7%	96.5%	100.0%	99.6%	100.0%

<sup>2</sup> Information referring to the concession contracts of Brasília (SBBR), Campinas (SBKP), and Guarulhos (SBGR)

Table 3 – Results for QSIs Related to Subjective Elements: Passenger Satisfaction Survey

Airport	SBBR			SBGR			SBKP		
	Year	2013	2014	2015	2013	2014	2015	2013	2014
Quality of information	3.6	3.8	4.0	3.8	3.8	3.8	4.3	4.2	4.2
Availability of baggage carts	2.7	3.1	4.1	2.5	3.2	3.2	3.0	3.2	3.2
Availability of parking spaces	3.8	3.8	3.1	4.0	4.1	4.1	4.2	4.1	4.1
Availability of departure and arrival piers	3.0	3.6	3.8	3.3	3.6	3.6	3.9	3.7	3.7
Availability of equipment to facilitate movement inside the passenger terminal	3.5	3.8	4.1	3.5	3.7	3.7	3.9	3.9	3.9

#### 4. FACILITATION AND QUALITY OF SERVICE

4.1 In the context of ICAO, quality of service at airport terminals is covered in Annex 9 - *Facilitation*, though but partially; the Annex addresses only specific aspects of the facilities adequate for permitting embarkation and disembarkation of passengers. With a view to dealing with this matter more extensively and in greater detail, Brazilian regulations establish a new model of service quality assessment, using quality of service indicators which reflect aspects of infrastructure.

4.2 By presenting the results obtained and sharing the experience gained monitoring facilities adequate for the movement of passengers in terminals, we hope to further discussions on Standard 6.6 (Annex 9 – *Facilitation*) which relate to the implementation of and compliance with the Standard, the minimum requirements, the use of technology, and the development of reference material.

4.3 Finally, it is understood that promoting the improvement of service quality helps to enhance facilitation at airports, not only because, as a result, passengers are processed more efficiently, but also because it contributes to passengers’ positive perception of their airport experience.

#### 5. CONCLUSION

5.1 This working paper aims to encourage the promotion of a work programme on facilitation and quality of service at airports in the technical forums of ICAO, through the coordination of the Council. This paper also looks at the progress of Brazilian regulations related to quality of service indicators and the improvement of airport infrastructure for passengers, which demonstrates the relevance of the work carried out.

5.2 Lastly, Member States are urged to note the relevance of the issue.