



International Civil Aviation Organization

WORKING PAPER

A39-WP/417
EC/38
13/9/16
(Information paper)
English only

ASSEMBLY — 39TH SESSION

ECONOMIC COMMISSION

Agenda Item 40: Economics of Airports and Air Navigation Services — Policy

GOVERNMENTAL PLANNING FOR THE OPERATION OF THE BRAZILIAN CIVIL AVIATION SECTOR DURING THE RIO 2016 OLYMPIC AND PARALYMPIC GAMES

(Presented by Brazil)

EXECUTIVE SUMMARY

This paper is aimed at sharing with the each member of ICAO the Brazilian experience in the governmental planning for the operation of the civil aviation sector during the Rio 2016 Olympic and Paralympic games, conducted by the Secretary of Civil Aviation of the Department of Transports, Ports and Civil Aviation. With this presentation we intend to demonstrate the importance of planning and interaction between governmental agencies acting directly in the operation of airports and private agencies that have ties with the rendering of services related to the civil aviation sector, especially during high demand times such as big masses sports, religious or political events.

<i>Strategic Objectives:</i>	This working paper relates to Strategic Objective D — <i>Economic Development of Air Transport</i> .
<i>Financial implications:</i>	Not applicable.
<i>References:</i>	Annex 9 — <i>Facilitation</i> (14th edition, October 2015)

1. INTRODUCTION

1.1 Due to the fast growth in civil aviation in Brazil from 2003, the Brazilian Government undertook a broad institutional reformation in the sector with the creation of the National Agency of Civil Aviation (ANAC) in 2005; the development of the National Policy for Civil Aviation in 2009; and the establishment of the Secretariat of the Civil Aviation (SAC) in March 2011. The Secretariat which at the time was linked to the Presidency of the Republic with status of department and now is part of the organizational structure of the Department of Transports, Ports and Civil Aviation, has the formulation, coordination and supervision of the policies for the development of the civil aviation sector and of the airport and civil aviation infrastructures as its main attributions.

1.2 Soon after the establishment of SAC, the Brazilian Government instituted the Airport Authorities National Commission (CONAERO) responsible for the organization and coordination of public activities in airports in August 2011. CONAERO is represented by all the governmental agencies that have a direct hand in the airport operations and aim above all, at promoting the coordination of the exertion of their competences. The development of the activities of the commission mentioned above are supported by technical committees coordinated by SAC.

1.3 Great challenges to the Brazilian aviation sector and to the airport infrastructure came up in the years of 2012 (UN Conference on Sustainable Development – Rio+20), 2013 (World Youth Journey and Confederation Cup), 2014 (FIFA World Cup) and 2016 (Olympic and Paralympic Games) leading CONAERO to create the Technical Committee for Especial Operations (CTOE).

1.4 The purpose of this committee was to coordinate and implement strategic actions for the agencies that render public services in the airports during the periods of high demand, aiming at a nice flow of passengers and goods and optimizing the use of the airport infrastructure.

2. THE PLANNING FOR THE OPERATION OF THE CIVIL AVIATION SECTOR DURING THE RIO 2016 GAMES

2.1 The experience that was acquired in these big events pointed out that the host country becomes extremely attractive from the point of view of the international touristic activity therefore, the airports are configured as converging points concerning domestic and international displacements. Such conditions led to significant impact on the aviation and airport infrastructure during the period that these events took place.

2.2 This way, SAC, by means of CTOE/CONAERO, coordinated the designing of all the planning which consisted in the presentation of an action plan called Manual of Planning for the Civil Aviation Sector to the Rio 2016 Olympic and Paralympic Games.

2.3 This manual compiled all the information and procedures relevant to the planning, execution and coordination of the actions of public agencies and entities, as well as those of the private agencies that keep a tie with the rendering of services related to the civil aviation sector and to the organization of the Olympic and Paralympic Games that took place in the months of August and September 2016 in the city of Rio de Janeiro, as well as Belo Horizonte/MG, Brasília/DF, Manaus/AM, São Paulo/SP and Salvador/BA which hosted the Olympic soccer matches.

2.4 One should note that one of the most important actions during the planning of the civil aviation sector for the Rio 2016 games was the observation of what went right and wrong in the planning

of the other countries that had already hosted events of the same stature. This helped us foretell difficulties and capitalize on the decision that went right, so that we did not repeat the same mistakes.

2.5 For the Catholic event, the Youth World Journey in the year of 2003 in Rio de Janeiro, for example, we observed that, in the previous edition of the event, in Spain, there was a huge flow of people towards Barajas Airport in Madrid after the last Mass celebrated by the Pope. Somehow, the large number of Catholics impacted the check in proceedings in Barajas for 3 days after the end of the event. This huge amount of people searched the airport to board their planes but in the end found shelter, food and place to stay or sleep. For example, a fast food restaurant chain sold what they usually sell in 3 months in only 3 days.

2.6 This way, a plan was organized together with the Tourism Department and the Catholic Church so that the pilgrims could extend their stay through the encouragement to tourism in order to have the foreigners leaving the country in a less concentrated period of time after the last event and it worked out right. The exit of the participants took 32 thousand passengers to Santos Dumont Airport, downtown Rio de Janeiro and 64 thousand passengers to Galeão Airport, in the city of Rio de Janeiro as well.

2.7 Another point observed was the way that the South African airports dealt with parking of several airplanes from general aviation during the 2010 World Cup. Unexpected demand of airplanes generated big impacts in the landing and take-off processing.

2.8 So, one of the planning actions was to map out a great number of aircraft parking positions in several airports, from the South to the North of Brazil, adding up more than 1300 contingency spaces in total, in case of the amount of spots in Rio de Janeiro airports were not enough to meet the extra demand for this kind of aircraft.

2.9 Together with the Brazilian air traffic control, a system was drawn enabling the aircrafts to land in Rio de Janeiro airports (Galeão and Santos Dumont) to disembark the passengers and, if need be, to take off and to place themselves in one of the parking spaces out of the Olympic airports. By the end of the spectacle, the airplanes could return to pick up their passengers.

2.10 In relation with the London Olympic Games in 2012, there was the use of the remote check in of luggage in the Olympic village. This procedure was also adopted in the Brazilian Olympic village in order to lessen the burden of check in operations at Galeão Airport in those highly busy days, especially concerning the process of dispatching a great amount of luggage in the airport terminals.

2.11 The trucks with the luggage were sealed in the Olympic village and entered the restricted area for inspection and lodging in the apron. After going through security inspection, the luggage were kept in the airline's containers or went straight to the aircrafts, depending on the time of the flight.

2.12 Furthermore, in Sochi Winter Games in 2014 and in the 2015 Pan-American Games in Toronto the service for passengers with need of especial assistance (PNAE) was implemented, mainly in the boarding and disembarking of passengers on wheelchairs during the events. The integration between the airlines and the airports was fundamental to the success of this operation.

2.13 During the Rio 2016 Paralympic Games more than 4350 athletes were hosted. Many test and simulated events were performed in order to try out the infrastructure of all the airports involved in the planning. A detailed process was described and spread to all the links of the chain of services with the objective of instructing and guiding those who would participate in the boarding and disembarking of the

PNAEs. All the procedures, infrastructure adjustments and employee's training will stay as a legacy to the Brazilian airports, stating an excellence level in the service and assistance to all PNAEs.

3. MAIN RESULTS OF THE OPERATION OF THE CIVIL AVIATION SECTOR DURING THE RIO 2016 OLYMPIC GAMES

3.1 The result period spanned from the main days when the public, athletes, and delegation members (from the 31st of July, 2016) to the flow peak in the airports during the sporting event (the 22nd of August, 2016 – the following day to the Olympic Games Closing Ceremony).

3.2 In the nine Olympic airports (Galeão, Santos Dumont, Guarulhos, Congonhas, Viracopos, Brasília, Belo Horizonte, Salvador and Manaus), the index for flight punctuality up to 30 minutes from the time of the flight was 94.8%, which represented the best one ever registered in an especial operation of the Brazilian civil aviation sector.

3.3 The average index of flight delays was 5.2%, representing a fall of 59% in relation with the performance of the Brazilian airports during the 2014 World Cup (8.8%). In 22 days, around 7.91 million passengers were transported – that's the equivalent of the population of Switzerland. The airports of Galeão and Santos Dumont, in Rio de Janeiro, and Guarulhos, in São Paulo – responsible for about 40% of the international connections having the Olympic Games in Rio de Janeiro as a destination, flying approximately 3,98 million travelers.

3.4 A poll, carried out daily by SAC in the restricted areas of the airports, revealed that the quality of the offer in services, assistance, management and organization of the terminal was approved by 9 out of 10 interviewed passengers. In the analysed period, the experience of arrival and departures in the terminals kept the excellence standard offered in the ordinary days at the country's airports – in some cases even better. On a scale of 1 to 5, the average result for satisfaction of services was 4,24, which represents the consolidation of the improvement in infrastructure and the excellent operation in the terminals on the demand peak days.

3.5 Considering the 9 Olympic airports, the average time in line for domestic check in on the counter was 10 minutes, whereas at the international check in in the line lasted for about 5 minutes. Security inspection (domestic and international) was free of lines, where the passenger past it in 1 minute, on average. The domestic luggage was claimed in 23 minutes and the international one in 48 minutes (elapsed time between the block of the aircraft and the arrival of the last luggage on the belt). Immigration and emigration procedures lasted about 10 and 2 minutes, respectively.

4. CONCLUSION

4.1 CONAERO clearly brought a greater ability of coordination and articulation among the entities of the civil aviation sector, based on strategic decisions taken in an integrated and joint way.

4.2 In this sense, the results of the operation of the civil aviation sector, which involved about 30 public and private institutions, demonstrated that the planning and integration achieved by SAC were the key to the success and the good results.

4.3 The numbers show the excellent service to the passengers at the Brazilian airports during the Rio 2016 Games, that reached better in indexes than the European levels. From now on, the challenge is to keep and even overcome them.

— END —