



International Civil Aviation Organization

MIDANPIRG AIM Task Force

**Seventh Meeting (AIM TF/7)
(Cairo, 25 – 27 September 2012)**

Agenda Item 7: Any Other Business

**MIDDLE EAST ANSP, AIRSPACE USERS AND STAKEHOLDER ENGAGEMENT INITIATIVE
AS AN ENABLER TO IMPROVE PERFORMANCE THROUGH COLLABORATION.**

(Presented by CANSO)

SUMMARY

The first objective of CANSO is to support its members in the provision of safe, efficient and cost effective air navigation services worldwide.

The aim of this paper is to highlight the significance of stakeholder cooperation as an enabler to improve performance and a facilitator of the integration, interoperability and harmonization of the systems leading to the concept of 'One Sky'.

The ME Airspace User & Stakeholder Engagement Work Group (MEAUSE) was established by CANSO with the role of producing a mechanism for constant and regular engagement among ANSPs, Airspace Users and other Stakeholders in the Middle East with a view to support the synchronized implementation of integrated and harmonized systems.

REFERENCES

- <http://www.canso.org/middleeast>

1. INTRODUCTION

1.1 MEAUSE Working Group

1.1.1 CANSO members and their partners realized that they need to work together to create the future capacities that are required to accommodate the growth strategies of States, Airlines and Airports within the Middle East. Therefore, and under the first CANSO MEAUSE Conference held in November 2010, the participating organisations decided to establish the MEAUSE WG - with the objective to create a regional platform for stakeholder engagement and collaboration

1.1.2 True to the spirit of the MEAUSE WG, its members come from all areas of the Aviation Stakeholders working together to discuss, develop and agree recommendations that contribute to transforming Air Traffic Management (ATM) performance in the Middle East.

1.1.3 The MEAUSE WG initiative is highly supported by IATA, and some of the work streams were driven with the active participation of the IATA MENA Office.

2. DISCUSSION

2.1 MEAUSE is focussing on the following key areas:

- Surveys to collect and share data;
- Customer Relationship Management System; and
- Airport Collaborative Decision Making

2.1.1 The sharing of data and information has become a crucial enabler of Air Traffic Management and the smoothly functioning of Aviation in general. Therefore the founding members of MEAUSE initiated Military, Airport and Airline surveys with a view to support stakeholders in aligning their future plans. The surveys were distributed through CARC, IATA and CANSO to airlines, airports, and ANSPs. The military survey was distributed to the ANSPs for dissemination through the proper channels to the military representatives.

2.1.2 To better align ANSPs and Airspace Users future plans, a second survey was sent to ANSPs which was based on a study on User expectations conducted by IATA. The chosen methodology allows performing direct comparisons and gap analyses with a view to derive conclusions and recommendations. The results of the survey were also used to support the CANSO initiative for the Middle East Regional Airspace Review (MIDRAR). The first analysis was presented in November 2011. In order to build historic data it was decided to establish a mechanism for the regular collection and analysis of data.

2.1.3 Recognizing that effective Customer Relationship Management is a crucial enabler to system improvement, IATA and CANSO jointly developed and published the first ME Guide to CRM. On 5 December 2012, they will offer the first MEAUSE CRM workshop.

2.1.4 Effective and successful A-CDM requires the cooperation of many stakeholders. Therefore it was proposed to use the MEAUSE platform to jointly facilitate the introduction and implementation of A-CDM in the ME.

2.1.5 CANSO's third MEAUSE Conference will be held in Amman on 3 – 4 December 2012. The conference's sessions will focus on the outcomes of the activities of the MEAUSE Work Group, mainly survey results and guidance material, and the way forward, including sessions dedicated for Airports and Military.

3. ACTION BY THE MEETING

3.1 The meeting is invited to:

- a) note this paper;
- b) attend the MEAUSE Conference in 3-4 DEC 2012, Amman;
- c) follow –up the activities of the MEAUSE WG; and
- d) support through their ANSPs the joint introduction and implementation of improvement tools such as CRM and A-CDM