

Workshop Schedule

Tuesday, 6 December			
8:00 – 9:00*		Key Outcomes of the 39th ICAO Assembly and their effect on global connectivity	<p>The session will provide information on key decisions from the 39th Assembly concluded in October. Focus will be given to the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) as well as important outcomes from the Economic Commission that may impact air service negotiations, on the topics of funds repatriation, taxation and smarter regulation.</p> <p>It will also offer the opportunity to interact with industry experts, regional stakeholders and government colleagues.</p>
12:30 – 13:00		Air connectivity and competition	<p>Presentation of ICAO ongoing project related to measurement of air connectivity.</p>
Wednesday, 7 December			
8:00 – 9:00*		Getting ready for the single air transport market in Africa	<p>The African Union has set a goal of a single air transport market on the continent by 2017. The session will provide the latest update on current African connectivity, projected increases, and on the policy framework which will underpin the single market. It will also offer international best practice principles on policy formulation, designed to maximize the benefits of connectivity in Africa.</p> <p>The session offers the opportunity to interact with industry experts, regional stakeholders and government colleagues.</p>
8:00 – 9:00*		ACI Airport Service Quality (ASQ) survey and benchmark: The tool to monitor the Airport Passenger Experience	<p>This workshop will be led by the Head of ACI's Airport Service Quality (ASQ) team. ASQ is the only global benchmarking programme measuring passengers' satisfaction while at the airport. The workshop will show how regular reliable feedback from passengers can help airports: validate and prioritise their enhancement projects; compare how they perform with other airports of similar size; and, help them optimize investments. This session will provide an overview of the tools and their application, reports available, and ways to maximise their use. It will also provide an introduction to the notion of "Passenger Personas", which can offer a deeper understanding of the behaviours and needs of specific airports' passengers to provide an improved passenger experience and airport operational efficiencies. For Regulators, it shows how an internationally accepted and objective standard can be used as a measure of quality control for airports worldwide.</p>

12:30 – 13:00		Building multilateral legal frameworks to foster air transport development	Presentation on regulatory frameworks to foster air transport development, in particular multilateral agreement.
Thursday, 8 December			
8:00 – 9:00*		How do we maximize the benefits of connectivity in Latin America and the Caribbean?	<p>The session will provide the latest information on the current and future growth of air transport in the region, and will unveil a new report focused uniquely on the Caribbean. It will also discuss key regional challenges to maximizing aviation's potential, notably in the areas of consumer protection and taxation, and the international best practices available to address them.</p> <p>The session offers the opportunity to interact with industry experts, regional stakeholders and government colleagues.</p>
12:30 – 13:00		ICAO forecast for effective planning & implementation	Presentation of ICAO latest traffic forecasts and how they are used for air navigation services planning and implementation.

*light breakfast will be served