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Regional Office Updates

ACI Spoke at the 4th China Airport Services Conference



Deputy Regional Director, Ms. Ada Tse was invited to speak at the 4th China Airport Services Conference in Beijing, China on 30 – 31 May. Together with other senior officials from the Civil Aviation Administration of China, China Civil Airports Association and the State Administration for Market Regulation, Asia-Pacific, Ms. Tse delivered the Opening Address and shared on ACI's recommendations on airport customer services experience.

“Challenges in the Implementation of Aerodrome SMS” shared at the ICAO Asia-Pacific Aerodrome Safety Management System (SMS) Seminar

The ICAO Asia-Pacific Aerodrome Safety Management System (SMS) Seminar was held from 27 – 28 May in Incheon, South Korea. The seminar focused on the challenges, solutions and lesson learnt while implementing Aerodrome SMS.

Representing ACI Asia-Pacific, Mr. Ken Lau, Senior Manager, Technical Affairs, took part in a panel session and presented on “Challenges in the Implementation of Aerodrome SMS”, promoting APEX in Safety and Safety Culture Survey.



Going forward, ICAO and ACI would consider co-organizing annual sub-regional workshops on implementing aerodrome safety management systems.



Other ACI Updates

ACI Asia-Pacific Members to be Inducted to the Director General's Roll of Excellence for Airport Service Quality at ACI Customer Excellence Global Summit in Bali!

ACI has revealed this year's inductees into its elite Director General's Roll of Excellence:

- Changchun Longjia International Airport (Changchun, China); and
- Hohhot Baita International Airport (Hohhot, China).



ACI's **Airport Service Quality (ASQ)** programme is the only worldwide service quality measurement and benchmarking service that captures passengers' impressions and opinions while still at the airport and the Director General's Roll of Excellence recognizes consistent high performers.

In an increasingly competitive industry, airports acutely recognize the importance of delivering exceptional customer experience and have taken pains to learn what matters most to the passengers they serve," ACI World Director General Angela Gittens said.

"I congratulate Changchun Longjia International Airport and Hohhot Baita International Airport on their outstanding achievement. I hope they will continue to raise the bar for airport service quality excellence and work with ACI to share best practices within the industry."

Read more about the Director General's Roll of Excellence from the press release [HERE](#) .

The 2019 Director General's Airport Service Quality Roll of Excellence induction ceremony will take place at the [ACI Customer Excellence Global Summit in Bali, Indonesia](#). The Summit is hosted by PT Angkasa Pura I (Persero) and the registration for the event is now open.

The summit – to be held under the theme 'One airport community; Many passenger journeys' – will comprise of a training day, an international Airport Service Quality (ASQ) Forum, the Customer Excellence Global Summit, and the prestigious annual ASQ Awards ceremony, all taking place on 2 - 5 September.



Industry Updates

Industry collaboration brings new era for crucial issue of airport slot allocation



ACI World, the International Air Transport Association (IATA), and the Worldwide Airport Coordinators Group (WWACG) announced the agreement of a new governance structure for the Worldwide Slot Guidelines (WSG) that puts the interests of the traveling public at the center of the process. Airport operators, airlines, and slot coordinators will now play an equal role in determining the global guidelines for the allocation of airport slots.

More than 200 airports require slot coordination because they have insufficient capacity to meet demand at all times of the day. Coordination based on global standards helps to maximize utilization of existing capacity, avoid delays and improve the passenger experience.

The new industry-wide governance was signed on 3 June 2019 in Seoul, South Korea by the ACI World Director General Angela Gittens, the IATA Director General and CEO, Alexandre de Juniac, and WWACG Chairman, Mr. Eric Herbane. All parties agreed that new governance and increased collaboration provides an opportunity to further modernize slot allocation mechanisms to the benefit of the travelling public and the aviation community at large.

“This new agreement on airport slots will have a transformative effect on a crucial component of the air transport industry and is a result of close collaboration between ACI and its global partners, IATA and the WWACG,” ACI World Director General Angela Gittens said.

“ACI and IATA forecasts show that global traffic will double by the 2030s. This highlights the need for airports and airlines to make best use of existing infrastructure as well as plan for new infrastructure. This fully reformed governance sets the ideal ground to regularly review the slot allocation process with the appropriate level of ambition and in line with an increasingly competitive and highly connected global network.”

Read more about the collaboration from the press release [HERE](#).

Traffic Monitor

March 2019: Passengers up 2.0% in Asia-Pacific and down -0.3% in the Middle East

ACI Asia-Pacific Monthly Traffic Report March 2019



Top 3 Airports by Size Category

Passenger				Freight
> 40M	25M to 40M	15M to 25M	5M to 15M	
Beijing (PEK) -4.8%	Hangzhou (HGH) +1.0%	Fukuoka (FUK) +3.0%	Nanchang (KHN) -1.6%	Hong Kong (HKG) +0.1%
Tokyo Haneda (HND) +5.7%	Doha (DOH) +4.7%	Tianjin (TSN) +4.8%	Nagoya (NGO) +9.9%	Shanghai Pudong (PVG) -2.9%
Dubai (DXB) -4.2%	Melbourne (MEL) -2.1%	Sapporo Chitose (CTS) +5.7%	Sharjah (SHJ) +10.6%	Seoul Incheon (ICN) -4.6%

Preliminary year-on-year traffic growth rates for Airports reporting highest traffic volume in the respective size category in March 2019

Note :

1. ACI preliminary passenger and freight statistics are based on a significant sample of airports that provide regular monthly reports to ACI. They represent approximately 60% of total passenger traffic and 70% of total freight traffic worldwide. Commentary, tables and charts are based on preliminary data submitted by participating airports and are therefore subject to change.

2. Airports are categorized based on the rolling passenger traffic in the last 12 months.

Passenger traffic in Asia-Pacific recorded moderate growth in March at +2.0% and a slight decline at -0.3% in the Middle East.

In China, growth in passenger traffic was up approximately +1.1% from last year, reflecting slower domestic demands. The top three airports with the most passenger volume increase from last year were Guangzhou (CAN) +4.5%, Nanjing (NKG) +4.3% and Tianjin (TSN) +4.8%.

India also experienced a slower pace of growth in both the domestic and international sectors. Overall passenger traffic declined -2.7% from last year, negatively affected by the partial runway closure at Mumbai and increasing magnitude of flight cancellations of a major airline. Mixed results were observed among major airports in the country: Delhi (DEL) -9.4%, Mumbai (BOM) -16.3%, Bangalore (BLR) +11.5% and Calcutta (CCU) +2.3%.

The bright spots fell on Japan and Korea where many airports benefited from a surge in tourism during the cherry blossom season and generated solid positive growth. Tokyo Haneda (HND), Osaka Kansai (KIX) and Seoul Incheon (ICN) grew +5.7%, +6.2% and +3.8% respectively.

In the Middle East, passenger traffic growth was essentially flat. Dubai (DXB), the largest airport in the region, declined -4.2% as the later timing of Easter holidays resulted in lower demand for air travel. Nevertheless, a number of airports reported positive results: Doha (DOH) +4.7%, Muscat (MCT) +8.3%, and Sharjah (SHJ) +10.6%.

Overall year-to-date passenger traffic in Asia-Pacific and the Middle East grew by +3.4% and +1.1% respectively. The pace of growth decelerated in major markets such as China, India and the United Arab Emirates. Growing geopolitical tensions, softening of the global economy and the grounding of Boeing 737 MAX were a few factors that affected the passenger traffic in both regions and will continue to pose uncertainties going forward.

In terms of air freight, Asia-Pacific declined -3.3% while the Middle East grew +2.1% in March. Among the major freight hubs, Dubai (DXB) reported the highest growth at +5.1%, contributed by airlines' expanding cargo capacity. Meanwhile, Guangzhou (CAN) possibly benefited from increased demand for perishable products backed by government policies and generated the highest growth in Asia-Pacific at +2.1%.

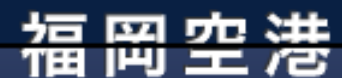
Throughout the first quarter of 2019, air freight traffic in both Asia-Pacific and the Middle East declined at -5.5% and -0.5% respectively amid the ongoing trade tensions between China and the United States, which weakened manufacturing output and exports.



Members at a Glance

New Member Spotlight

Fukuoka International Airport handled 23,979,222 passengers in 2017, and has a vision to become "one of the best international airports in East Asia" with an unparalleled airline network in East and Southeast Asia.



福岡空港

With this recent addition, as of June 2019, ACI Asia-Pacific now represents:

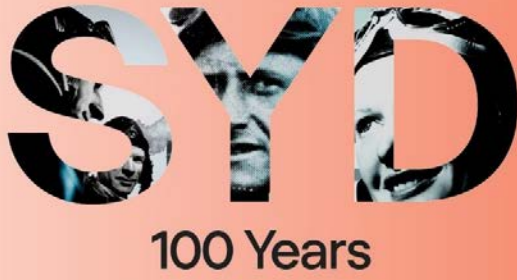
112
members

591
airports

49
countries/ territories in Asia-Pacific & the Middle East



Did You Know



SYD
100 Years

Sydney Airport (SYD)

91 years ago this month, a three-engine Fokker named Southern Cross was welcomed by 300,000 Sydneysiders as it landed at Mascot Aerodrome. It was the first trans-Pacific flight that covered 11,585 km over 9 days!

Today, that site is Sydney Airport with three terminals handling 44.4 million passengers a year and accounting for 45% of all freight imports and exports in Australia.

Sydney Airport celebrates its [Centenary in November](#).

What a milestone in aviation history!

SPECIAL NOTE

Saddened to learn of the passing of Mr. Bernard Larkin

We are deeply saddened to learn of the passing of our dear friend and colleague, Mr. Bernard Larkin, Managing Director of Digital Images International, one of our World Business Partners. Bernard has been a strong supporter to ACI, our thoughts are with Bernard's family and loved ones.

SEP



ACI Customer Excellence Global Summit | BALI

The summit will be held under the theme of 'One airport community: Many passenger journeys' together with ASQ Forum, Award Ceremony and Training Day in **Bali, Indonesia** on **2-5 September**.

[Register Now!](#)



WBP Airport Tour 2019 | VIETNAM *(WBP MEMBERS ONLY)*

This **September**, WBP members are invited to join us on a visit to three airports in **Vietnam** to explore collaboration opportunities.

Stay tuned for the registration and tour details!

OCT



The Trinity Forum 2019 | DOHA

The world's most influential airport commercial revenues conference will be held in **Doha** on **30-31 October**. This is the first time the event is hosted in Qatar.

[Register Now!](#)

NOV



Airport Exchange 2019 | ABU DHABI

The biggest annual trade show of ACI is going to draw 1,000+ delegates, 70+ exhibitors & sponsors, and 120+ expert airport speakers. The three-day event takes place in **Abu Dhabi** on **25-27 November**.

[Learn More](#)



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