

**58<sup>th</sup> CONFERENCE OF  
DIRECTORS GENERAL OF CIVIL AVIATION  
ASIA AND PACIFIC REGIONS**

*Dhaka, Bangladesh  
15 to 19 October 2023*

**AGENDA ITEM 6: ECONOMIC DEVELOPMENT OF  
AIR TRANSPORT**

**A COMPREHENSIVE APPROACH TO AIRPORT  
OPERATIONS SERVICES: FROM THE PERSPECTIVE OF  
AIRPORT CUSTOMER**

(Presented by the Republic of Korea)

**SUMMARY**

The airport operations services from the perspective of airport customer are contributing to the growth and efficiency of the air transport sector and the global economy, and may have a significant effect on the success of key aviation policies especially at this time when the Asia-Pacific region moves forward from COVID-19. This discussion paper presents the need to develop guidance materials for the customer-centric airport operations services to implement “The Economic Development of Air Transport” that is one of the five Strategic Objectives of ICAO.

## **A COMPREHENSIVE APPROACH TO AIRPORT OPERATIONS SERVICES: FROM THE PERSPECTIVE OF AIRPORT CUSTOMERS**

### **1. INTRODUCTION**

1.1 During the pandemic various travel restrictions around the world have made airport operations services complicated, cumbersome and time-consuming, causing greater inconvenience to airport customers. ICAO Annex 14 and other relevant documents are focused on the specifications for the safety of aircraft operations, lacking a comprehensive approach to the provision of airport operations services from the perspective of the airport customer.

1.2 The Republic of Korea set up opinion collection systems that are operated by airport operators to identify customer demand, but they have mostly provided policy suggestions from the perspective of airport operators. In addition, the limited authority of airport operators and the need for subsequent regulation revision have impeded in reflecting the suggestions of customers in the policy.

### **2. DISCUSSION**

2.1 The Economic Development of Air Transport is one of the five Strategic Objectives of ICAO. It aims at fostering a sound and economically viable civil aviation system that provides the freedom to travel affordably, enhances economic efficiency and transparency, facilitates access to funding and financing for aviation infrastructure development, and promotes technology transfer and capacity building to support the growth of air transport for the benefit of all stakeholders.

2.2 In light of all this, the airport operations services from the perspective of airport customer are contributing to the growth and efficiency of the air transport sector and the global economy, and may have a significant effect on the success of key aviation policies such as revitalizing regional airports especially at this time when the Asia-Pacific region moves forward from COVID-19.

2.3 Currently, it is difficult to provide the harmonized airport operations services due to the diversity of entities that operate the airports such as government, local governments, and the private sector.

2.4 Therefore, the Republic of Korea is working on a project to establish the minimum level of airport operations services which airport operators should provide to customers through a comprehensive diagnosis of airport operations. The airport operations services currently being studied under the project are categorized into various types, including but are not limited to:

- a) Check-in
- b) Security
- c) Passport control
- d) Customs, Immigration, Quarantine
- e) Baggage claim
- f) Airport access
- g) Facilities and Services

2.5 In addition, the Republic of Korea has established and run the Airport Operations Commission comprising seven civil aviation professionals in total, among which four are women in line with ICAO Gender Equality Program. The commission plans to operate from May to November 2023 in cooperation with airport operators.

2.6 The commission aims to enhance customer experience in the above-mentioned airport services as well as to formulate policies related to decarbonization, digitalization, the use of biometrics, sustainability, autonomous systems, data analytics, automation, smart robots or advanced air mobility.

2.7 The commission considers a wide range of policy methods and deliberates on the need for their implementation from the perspective of customers, not airport operators, based on the suggestions from the existing opinion collection systems, and then offers recommendations to the government or airport operators.

2.8 In principle, the relevant organizations should implement the results of deliberation in a timely manner so that the customers can enjoy consequent benefits easily, and the government should check the implementation status.

2.9 In conclusion, the Republic of Korea recognizes that there is a need to develop guidance materials for the customer-centric airport operations services to implement “The Economic Development of Air Transport” that is one of the five Strategic Objectives of ICAO with the Asia-Pacific region finally emerging from COVID-19.

### **3. ACTION BY THE CONFERENCE**

3.1 The Conference is invited to:

- a) Call on Member States and industry stakeholders to share and exchange best practices related to airport customer-centric culture or airport operations services from the perspective of the airport customer; and
- b) Suggest ICAO to develop guidance materials for airport operations services from the perspective of the airport customer for the growth and efficiency of the air transport sector and the global economy.

— END —