

附件二

出國報告審核表

出國報告名稱：2016 ACI 全球年會暨 AMPAP 2016 結業典禮出國報告				
出國人姓名 (2人以上，以1人為代表)		職稱	服務單位	
余崇立		副處長	桃園國際機場股份有限公司	
出國類別	<input type="checkbox"/> 考察 <input type="checkbox"/> 進修 <input type="checkbox"/> 研究 <input type="checkbox"/> 實習 <input checked="" type="checkbox"/> 其他 <u>國際會議</u> (例如國際會議、國際比賽、業務接洽等)			
出國期間：105年9月24日至105年10月1日		報告繳交日期：105年12月31日		
出國人員 自我檢核	計畫主辦 機關審核	審 核 項 目		
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出國人簽章(2人以上，得以1人為代表)		計畫主辦機關 審核人	一級單位主管簽章	機關首長或其授權人員簽章
				

說明：

- 一、各機關可依需要自行增列審核項目內容，出國報告審核完畢本表請自行保存。
- 二、審核作業應儘速完成，以不影響出國人員上傳出國報告至「公務出國報告資訊網」為原則。

出國報告 (出國類別：其他-會議)

2016 ACI 全球年會暨
AMPAP 2016 結業典禮
出國報告

余崇立 副處長 桃園機場公司

派赴國家：加拿大 蒙特婁

出國期間：105 年 9 月 24 日 - 10 月 1 日

報告日期：105 年 12 月 30 日

提要表

計畫編號				
計畫名稱	出席 2016 國際機場協會 (ACI) 全球年會並領取 AMPAP 2016 年結業證書			
報告名稱	2016 ACI 全球年會暨 AMPAP 2016 結業典禮出國報告			
出國人員	姓名	服務單位	職稱	職等
	余崇立	業務處	副處長	
出國地區	加拿大 蒙特婁			
參訪機關	2016 ACI 全球年會、蒙特婁機場			
出國類別	<input type="checkbox"/> 實習(訓練) <input checked="" type="checkbox"/> 其他 (<input type="checkbox"/> 研討會 <input checked="" type="checkbox"/> 會議 <input type="checkbox"/> 考察、觀摩、參訪)			
出國期間	105 年 9 月 24 日 - 10 月 1 日			
報告日期	105 年 12 月 30 日			
關鍵字	ACI、全球年會、機場、航空公司、AMPAP、ICAO			
報告頁數	21 頁(不含附錄資料)			
報告內容摘要	<p>本次出訪行程主要參加 2016 年 ACI 北美及全球年會，並於會議中領取 2016 機場專業管理教統訓練機構 (AMPAP) 核發之機場專業人員 (IAP) 之證書。代表團在會場上除聽取簡報，吸收最新機場管理資訊外，也與各國機場代表交流。業務處余崇立副處長完成 AMPAP 訓練，在年會的第三天參加結業典禮，接受 ACI 主席 Anglea Gittens 及 AMPAP 執行長 Pierre Coutu 頒發 IAP 證書。</p>			

	<p>因 ACI 年期期間，正逢 ICAO 會議於蒙特婁舉行，交通部民用航空局由何副局長所率團隊亦在蒙特婁，本公司代表成員也利用在短暫的會議期間，邀約 ACI 副主席 Michael Rossell 及亞太區主席 Patti Chau 與民航局代表團共同餐敘，增加國際參與度，並透過 ACI 瞭解國際上最新的機場相關管理資訊。</p>
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壹、 目的

本次出訪行程主要參加 2016 年 ACI 北美及全球年會，並於會議中領取 2016 機場專業管理教統訓練機構 (AMPAP) 核發之機場專業人員 (IAP) 之證書。參訪代表在會場上除聽取簡報，吸收最新機場管理資訊外，也與各國機場代表交流。業務處余崇立副處長完成 AMPAP 訓練，在年會的第三天參加結業典禮，接受 ACI 主席 Anglea Gittens 及 AMPAP 執行長 Pierre Coutu 頒發 IAP 證書。

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貳、 過程

一、 行程總表

	Day 1	Day 2	Day 3	Day 4	Day 5
上午	Registration Environmental Affairs Committee working Group Roundtable Sessions. Part 1	Operation & Technical Affairs committee workshop Business Information Technology committee	General Session 1: opening ceremony and crisis communication – The world is watching	General Session 2 and keynote address Peter Bergen, CNN national security analyst	Airport Tour (Montreal Airport)
下午	Environmental Affairs Committee working Group Roundtable Sessions. Part 2	Commercial management steering group meeting Business diversity committee meeting	How digital is transforming the airport industry ICAO – why it matters to airports AMPAP Graduation reception (ICAO Museum)	Adding to the bottom line by enhancing the passenger experience. Chair's handoff reception	

二、 2016 ACI 北美/全球年會

2016 年 ACI 北美/全球年會共有來自全球各機場的代表、機場相關產業等 300 多位貴賓參與，並有超過 30 家以上的大型廠商參與贊助，可說是每年全球機場代表共聚一堂的最重要場合。

本公司代表於 9 月 25 日至 27 日在 ACI 年會會場聽取演講與集體座談，講者與討論者多為全球各大機場的 CEO，聽眾可吸取許多目前機場業界面臨的問題與挑戰，以及解決之道。今年大會的主題為機場保安，並邀請比利時布魯塞爾機場 CEO, Arnaud Feist 親身講述 2016 年 3 月 22 日的爆炸恐攻事件，以及布魯塞爾機場的後續恢復作為。也請到前任麥克默里堡國際機場 CEO，分享 2016 年 5 月麥克默里堡森林大火時，

機場於 5 月 4 日停止營運，直至 6 月 10 日才恢復服務的過程與經驗。

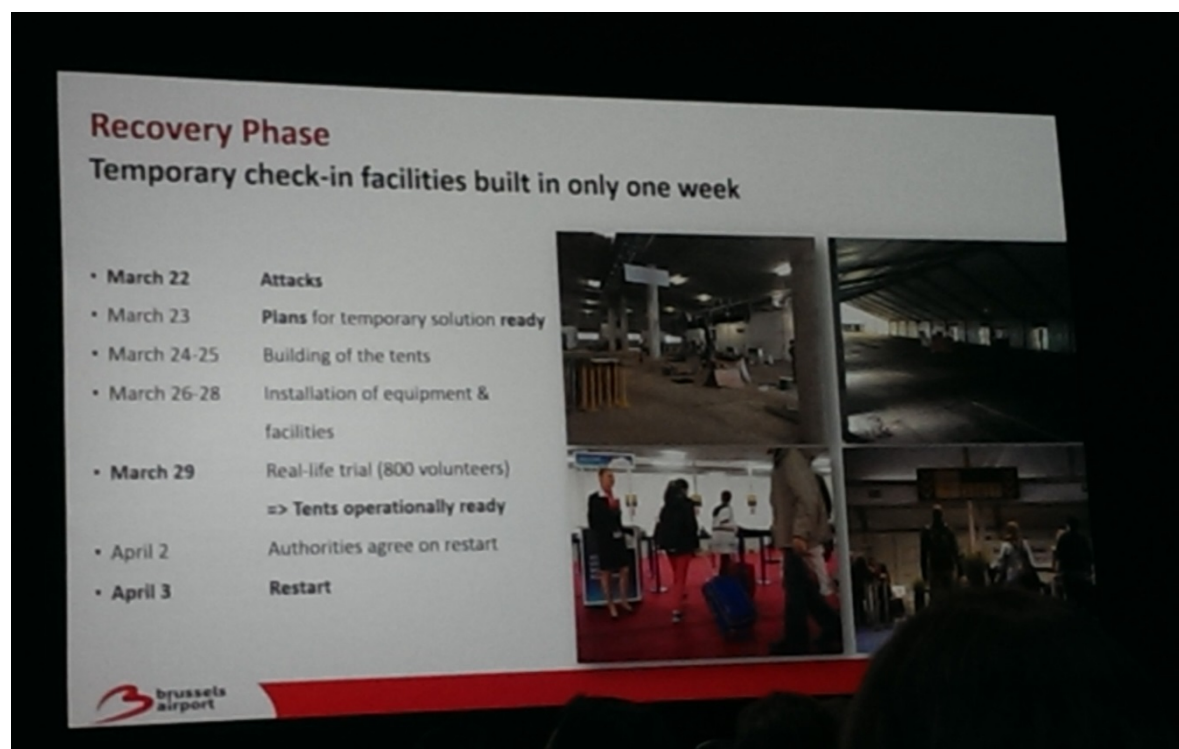


圖一、大會報到處



圖二、布魯塞爾機場 CEO Arnaud Feist 演講

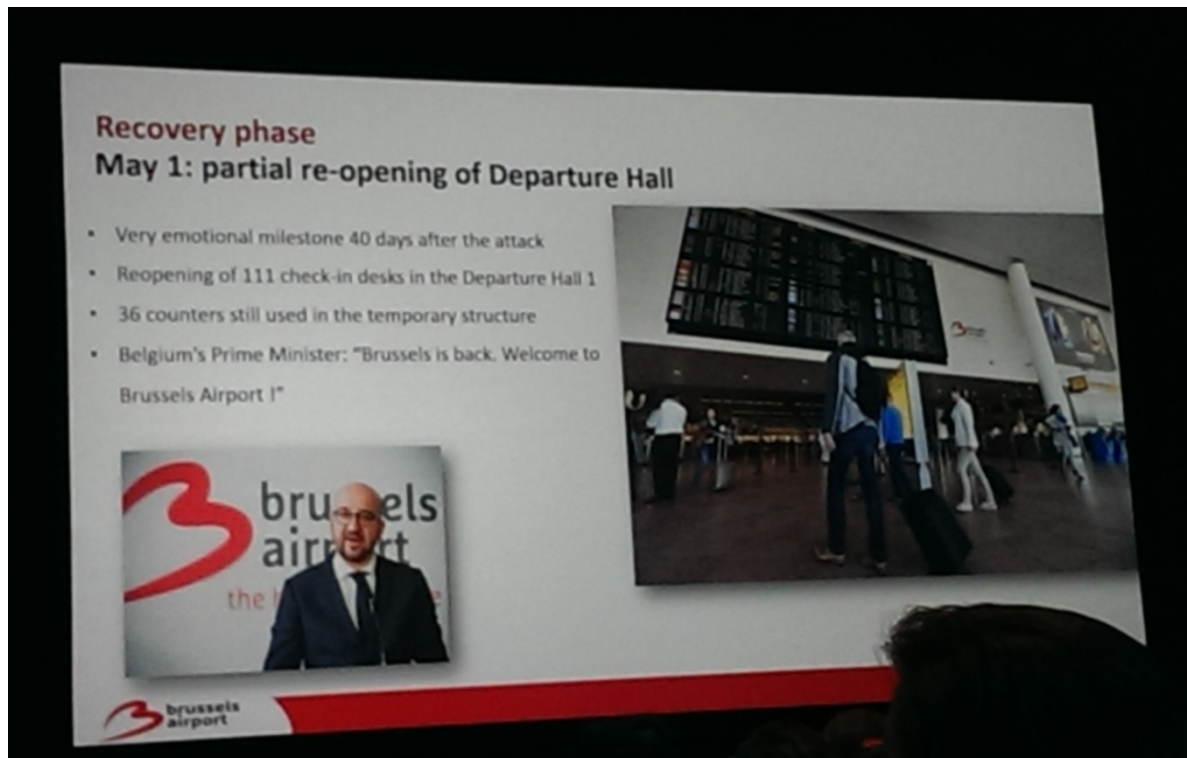
由布魯塞爾機場 CEO, Arnaud Feist 的介紹中可以看出來，布魯塞爾機場在遭受到恐怖攻擊後，只用了 7 天便重新建立起臨時使用的報到設施，並在 10 天後重新啟用機場的服務功能。



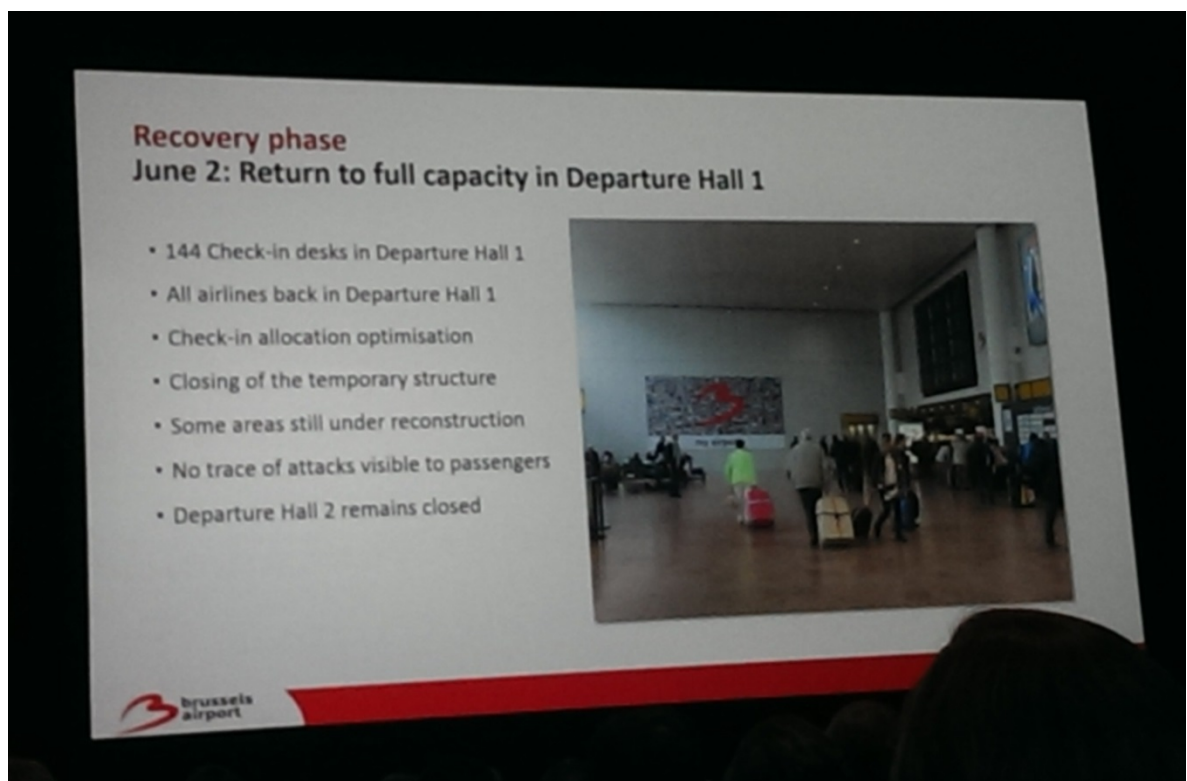
圖三：布魯塞爾機場簡報(1)

布魯塞爾機場在後續復原的過程中，於 40 天後 (5 月 1 日) 即重新開放 1 號出境大廳部分區域，並有 111 個報到櫃檯可以使用，另有 36 個臨時櫃檯同時提供服務。而在 71 天後 (6 月 2 日)，則完全恢復 1 號出境大廳的報到功能，所有原有的航空公司亦重新回到該處，提供旅客報到劃位的服務，整體的環境也大致恢復，旅客已不會再看到恐怖攻擊後所留下來的痕跡。而 2 號出境大廳則仍然是關閉的。

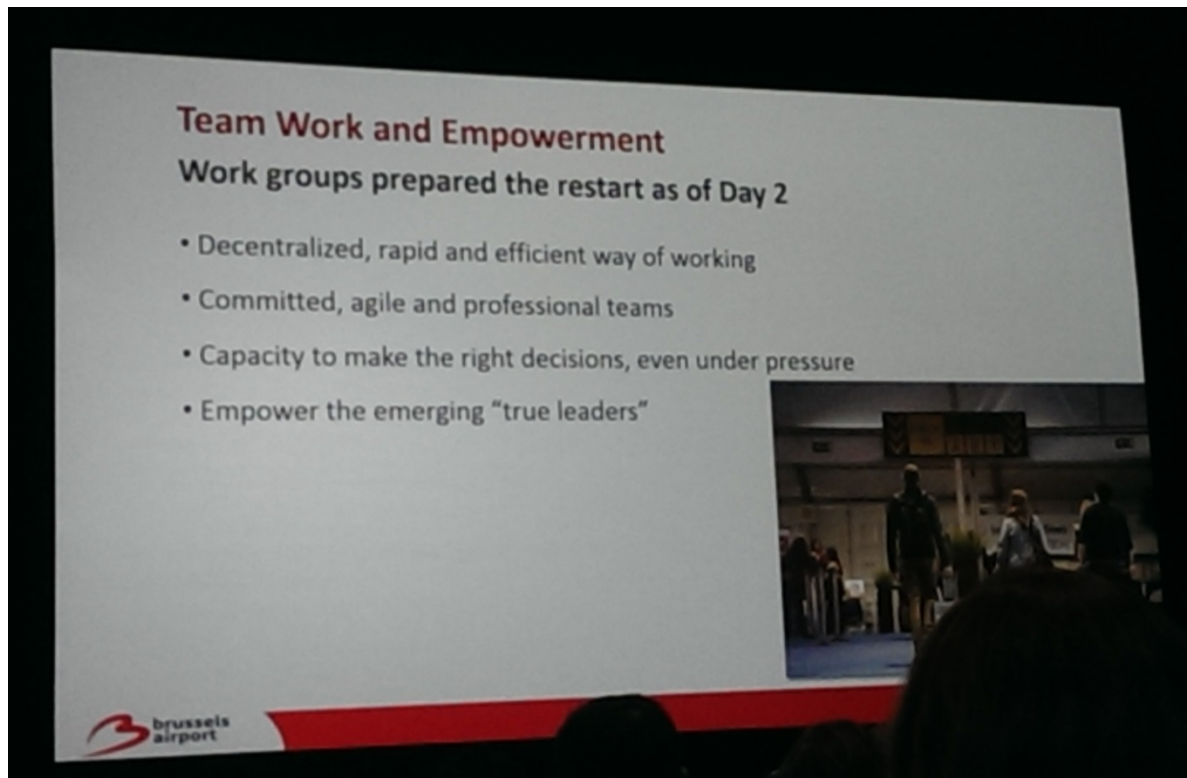
能夠如此快速的回復原本的功能，是因為布魯塞爾機場團隊從事發的第 2 天即開始準備重啟航廈，並且有可靠、敏捷且專業的團隊，共同執行此直。同時，整個團隊對未來共同抱持著正面的希望，並沒有因為受到恐攻而失落、害怕，反而立即在受到攻擊之後，啟動打造「未來航廈」的計畫，才能讓布魯塞爾機場在短時間內馬上恢復。



圖四：布魯塞爾機場簡報(2)



圖五：布魯塞爾機場簡報(3)



圖六：布魯塞爾機場簡報(4)



圖七：布魯塞爾機場簡報(5)

大會除了演講堂外，在展覽館其他的空間也規劃了會展場地，ACI 年會是年度機場盛會，吸引許多機場設備贊助商在此推銷最新航廈設施，與會者可以逐一參觀展示攤位，瞭解最新科技在機場管理上面的運用。



圖八、廠商會展場地

本公司代表成員也利用在短暫的會議期間，邀約 ACI 副主席 Michael Rossell 及亞太區主席 Patti Chau 與民航局代表團共同餐敘，增加國際參與度，並透過 ACI 瞭解國際上最新的機場相關管理資訊。



圖九、ACI 副主席 Michael Rossell 及亞太區主席 Patti Chau 與民航局代表團

三、 AMPAP 國際機場專家 (IAP) 領證

除上述活動外，本次出國人員業務處余崇立副處長也藉 ACI 年會的 AMPAP 結業典禮 (9/27)，領取畢業證書 International Airport Professional (IAP)。

AMPAP 全名 Airport Management Professional Accreditation Programme，為 ACI 與 ICAO 針對機場管理者設計的專業認證課程，委託加拿大 Aviation Strategies International 顧問公司執行。學員由各國機場提名高階管理人員參與。學員必須在 3 年內完成 1 門入門課程 Air Transport System (ATS)，3 門網路必修課 (Airport Operations, Safety and Security ; Airport Planning, Development and Environmental Management ; Airport Commercial and Financial Management) 與 2 門實體選修課程 (從 ACI 每年開出的訓練課程選修)，才能取得「國際機場專業」(International Airport Professional, IAP) 資格。余副處長於 2012 年 5 月上 ATS，該課當時在桃園國際機場舉辦，2015 年 10 月完成第 6 門課取得 IAP(證書編號: IAP00897)。目前全球有約 1,000 名 IAP，這項資格逐漸成為國際機場管理專業的指標，許多國際機場高階管理職務要求有 IAP 資格者才能應徵。



圖九、由 ACI 主席 Anglea Gittens 授證



圖十、IAP 證書



圖十一、結業典禮合照(1)



圖十二、結業典禮合照(2)

本屆的 AMPAP 結業典禮的接待晚宴，非常特別的舉辦在國際民航組織 (ICAO) 大樓裡的 ICAO 博物館舉行，並安排 ICAO 秘書長柳芳女士親臨致詞。

ICAO 是聯合國屬下專責管理和發展國際民航事務的機構，每 3 年舉行一次大會。其職責包括：發展航空導航的規則和技術；預測和規劃國際航空運輸的發展以保證航空安全和有序發展。國際民航組織還是國際範圍內製定各種航空標準以及程序的機構，以保證各地民航運作的一致性。國際民航組織還制定航空事故調查規範，這些規範被所有國際民航組織的成員國之民航管理機構所遵守。ICAO 秘書長任期為六年一任，於 2015 年時經由會員選舉，由原任 ICAO 行政服務局局長，中國籍的柳芳女士當選，任期自 2015 年至 2021 年。

因為 AMPAP 課程屬於 ACI 與 ICAO 共同認證之課程，因此特別邀請 ICAO 秘書長為所有畢業生致詞勉勵。



圖十三、ICAO 秘書長致詞

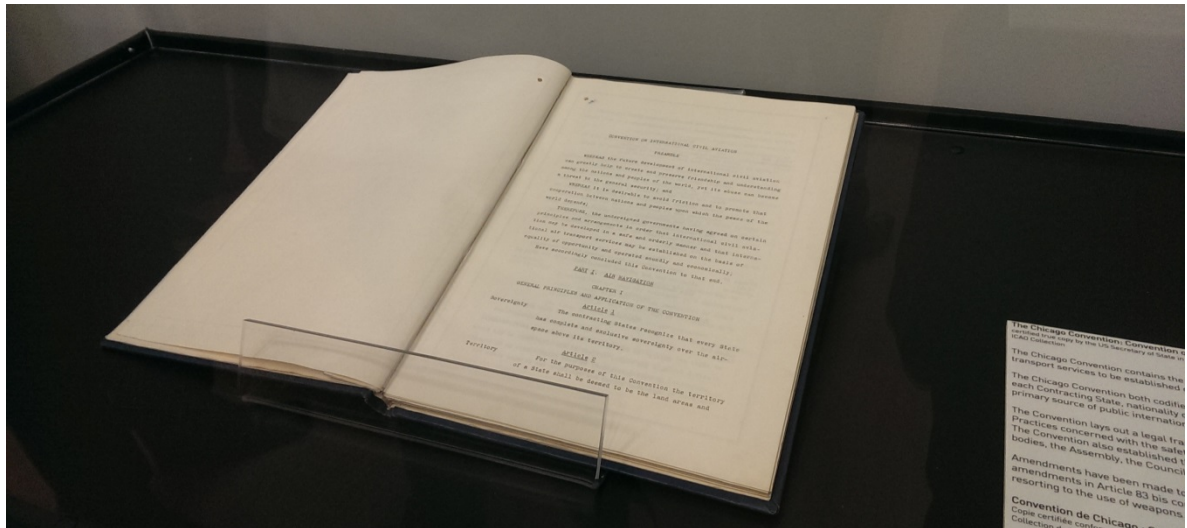


圖十四、ICAO 秘書長與畢業生合照



圖十五、AMPAP 接待晚宴於 ICAO 大樓內的博物館舉行

1944 年 11 月，在美國政府的主導邀請下，52 個國家於參加了在芝加哥召開的國際會議，並於 12 月 7 日簽訂了「國際民用航空公約」（通稱『芝加哥公約』），同時按照公約規定成立了臨時國際民航組織（PICAO），也因此每年的 12 月 7 日是國際民航日。1947 年 4 月 4 日，「芝加哥公約」正式生效，國際民航組織也因之正式成立，並於 5 月 6 日召開了第一次大會。同年 5 月 13 日，國際民航組織正式成為聯合國的一個專門機構。此次有幸進入並未對外開放參觀的 ICAO 博物館，讓本公司代表能夠親眼看到芝加哥公約的原文正本，實在是非常難能可貴的經驗。



圖十六、芝加哥公約正本原文



圖十七、當年簽屬芝加哥公約的代表合影

2016 年的 ICAO 大會，我國民航局代表並未受邀入場，機場公司同仁卻因為專業的參與，意外的進入 ICAO 大樓，成為此次出席 AMPAP 結業典禮領取證書以外，另一個難得的收獲與回憶。

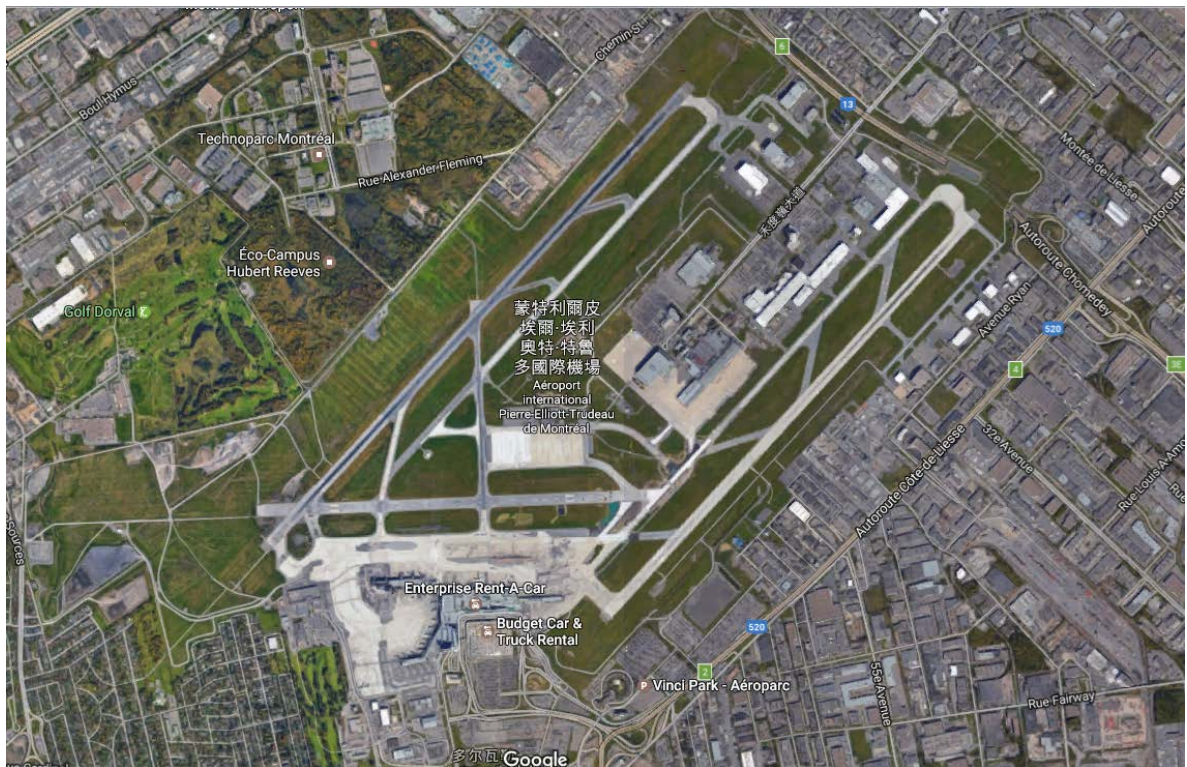


四、 蒙特婁機場參訪

蒙特婁國際機場 (IATA : YUL) 位於加拿大魁北克省蒙特婁市，是加拿大旅客量第三大的機場，排在多倫多皮爾遜國際機場與溫哥華國際機場之後。機場提供直飛非洲、中美洲、南美洲、加勒比海地區、歐洲、美國、墨西哥和加拿大其他城市的直飛航班。

該機場共有三條跑道，其中兩條平行跑道 (06L/24R 與 06R/24L) 與一條交叉跑道 (10/28)。2015 年全年旅客量約為 1,552 萬人次，年成長率為 4.6%，2016 年 1-11 月的旅客量為 1,530 萬人次，較前一年度成長 6.9%，推估當年全年運量可超過 1,650 萬人次，以 ACI 的機場等級來說，屬於 1,500 萬至 2,500 萬旅客量等級的機場；航機起降架次約為 23 萬 2,600 架次。

【參考：桃園機場 2015 年旅客量為 3,847 萬人次，2016 年旅客量推估可超過 4,200 萬人次。】



圖十八、蒙特婁機場空照圖

蒙特婁機場出境報到服務多以自助化設備取代人工服務，出境大廳第一排清一色為自助報到機，並要求旅客必須優先使用自助報到機劃位取得登機證，再至後方的櫃檯託運行李。

後方櫃檯的服務人員主要功能在於協助無法使用自助報到機的旅客，同時確認旅客託運行李是否有特殊需求（例如：超重、超長等），若屬於一般可直接託運的行李，則請旅客自行至後方，利用自助行李託運設備來託運行李。



圖十九、蒙特婁機場出境大廳



圖二十、蒙特婁機場出境自助行李託運設備

另外，與其他機場較不同的也方，則是蒙特婁機場內已設置美國海關暨邊境保護局（CBP），直接在蒙特婁機場對於要前往美國的旅客進行入境事先通關檢查（US Preclearance）。此種措施，在和美國相鄰且有很多旅客前往美國的加拿大機場而言，是普遍存在的一種做法。其目的是減少旅客入境美國機場時，不必和其他國家來的旅客一起排隊等候入境，可縮短旅客入境時間。但設置此服務的機場（例：蒙特婁機場）則需付擔相關設施設備建置及維護成本，甚至美國查驗人力的聘用及教育訓練成本。



圖二十一、在加拿大蒙特婁機場即取得美國入境許可

參、心得與建議

1. 國際機場是高度國際化的服務事業，唯有透過多加參與國際組織，才能使技術、管理方式、經營模式真正的與國際接軌。桃園機場代表自 2014 年加入 ACI 亞太區理事後，即積極的參與各項國際事務，在每一次的國際會議、研談會、論壇等場合，都持續派遣同仁參加，甚至上台發表或領證，逐步讓各個國際組職瞭解並熟悉桃園機場，為桃園機場的國際化打下良好基礎。
2. AMPAP 課程屬於 ACI 及 ICAO 共同認證的課程，參與訓練的人數已有逐年增加的趨勢，表示各國的機場公司皆已體會到專業認證的必要性。此次的畢業生高達 112 位，顯示有越來越多機場專業人才投入機場管理的行列，也將帶動機場管理朝向專業化、證認化的方向前進。桃園機場公司已於 2016 年主辦 ATS 課程，並派訓 12 位同仁參加 AMPAP 課程，未來應繼續維持人員的培訓，畢竟人才的培養，是需要長期且持續的，同時應該將 AMPAP 訓練課程納入升遷考核機制，激勵參與學員完成訓練。
3. 除了桃園機場公司以外，交通部、民航局等民航主關機關，亦可考量派送人員參與 AMPAP 訓練課程，特別是民航局仍轄管國內其他民用航空機場（松山機場、小港機場等），若能派員參訓 AMPAP 課程，不單可培養機場管理專業人才，更可以透過 ACI 這樣的非官方組織，取得與其他國際機場的連繫管道，並藉此接觸其他國際單位，取得機場管理的最新資訊。

肆、 附錄

一、 ACI 年會手冊。

二、 AMPAP 2016 畢業手冊。



The Exotic Traveler's Best Friend

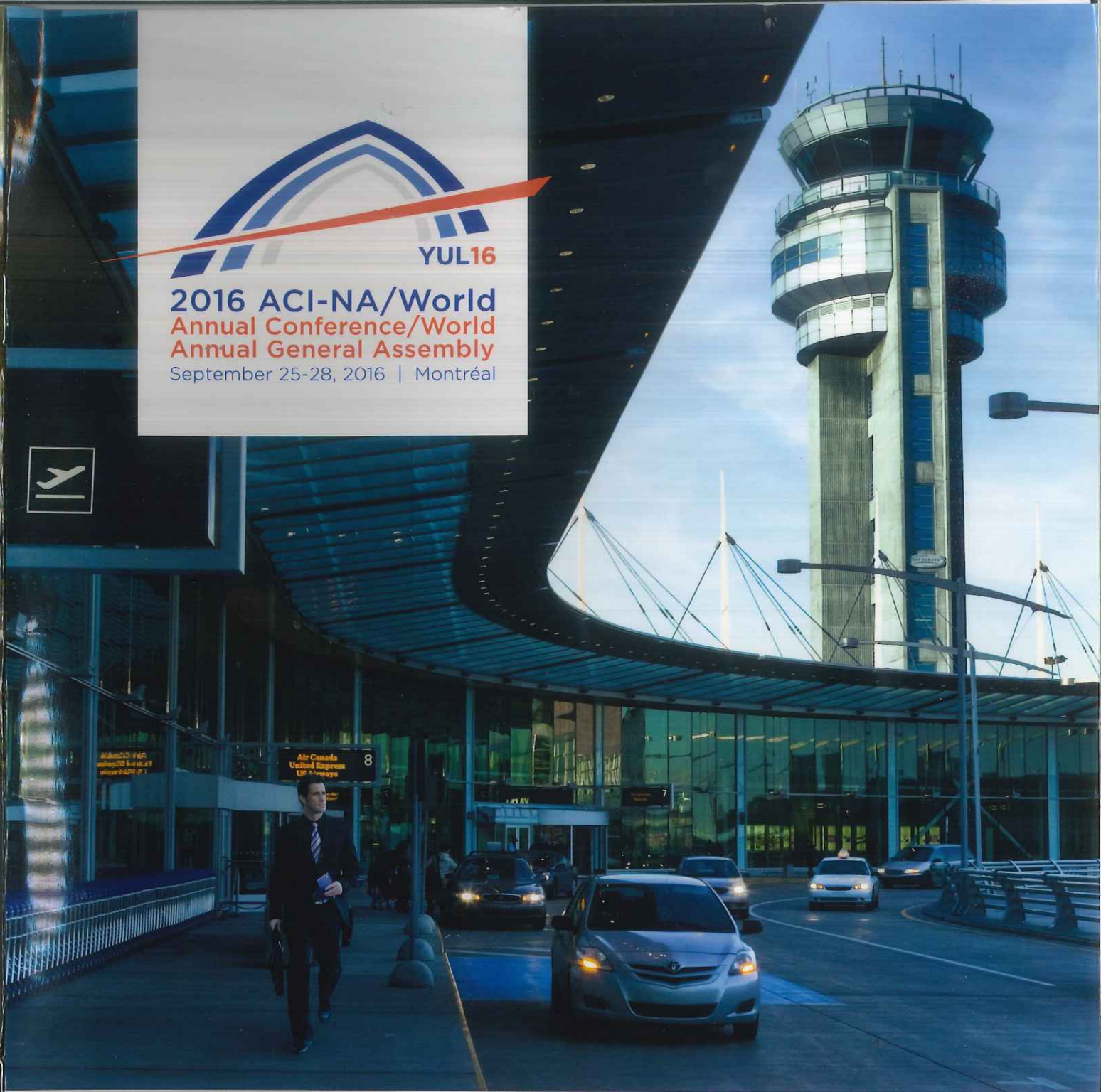
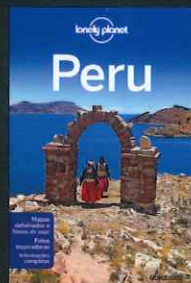
Name: Elaine Brown
Age: 28
 Elaine's first port of call for her exotic travels starts at Hudson in JFK T4

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WELCOME FROM THE CHAIRS

Airport Industry Colleagues:

Welcome to the crossroads of global aviation for the world's largest airport event. We are excited to be here in Montréal with you!

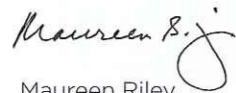
The 2016 ACI-NA / World Annual Conference brings all sectors of the airport industry together to provide airport decision makers and their peers from around the world with insights on the latest trends and strategies that advance the industry. This year's event is no exception.

From our special opening session on leading in crisis to our conference keynote with CNN's Peter Bergen, this year's event will include access to innovative solutions in our sold-out exhibit hall, thought leadership sessions, panel discussions, and enhanced networking opportunities. The most important industry issues are on the agenda, including environmental protection, economic sustainability, doing business in a digital world, enhancing the passenger experience, promoting safety and security, and much more. Be sure to check out this year's agenda in the conference app.

This year's conference is very special. Over the four days we are in Montréal together, we will celebrate Airports Council International's 25th anniversary as a global organization. ACI's prominence as "the Voice of the World's Airports" is essential to the growing role airports play in connecting people and businesses around the world. That message will be even more important as ICAO meets for its 39th Assembly this week in Montréal, ensuring that the civil aviation capital of the world will be abuzz with activity related to our industry.

We look forward to this week's engaging dialogue on ways we can enhance the work we do to provide a safe, efficient, and sustainable airport industry.

Kindest regards,



Maureen Riley
Chair
ACI-NA
Executive Director
Salt Lake City Department of Airports



Declan Collier
Chair
ACI World
CEO
London City Airport



WELCOME FROM OUR HOST

Bienvenue ACI-NA Colleagues:

On behalf of the entire team at Aéroports de Montréal, I wish you a warm welcome to the 2016 ACI-NA Annual Conference and Exhibition.

As past chair of this great organization, I am extremely proud that Montreal is playing host to this major gathering of airport leaders from across North America. This year our conference virtually coincides with ICAO's 39th Triennial Assembly being held here, reaffirming Montreal's position as a world capital of aviation.

Over the next few days, you will have invaluable opportunities to network with your colleagues, share best practices, and attend many interesting sessions on the challenges facing our airports. Please be sure to visit the trade show and many exhibits showcasing innovations that are helping our airports maintain their global leadership. Last, but not least, take time to discover the many charms of our city!

As Montreal-Trudeau airport proudly celebrates its 75th anniversary this year, I look forward to sharing with you the many changes we have made to lift its services to world-class levels and strengthen its role as a strategic transportation hub.

Once again, thank you for joining us and enjoy the conference!



James C. Cherry
President and CEO
Aéroports de Montréal



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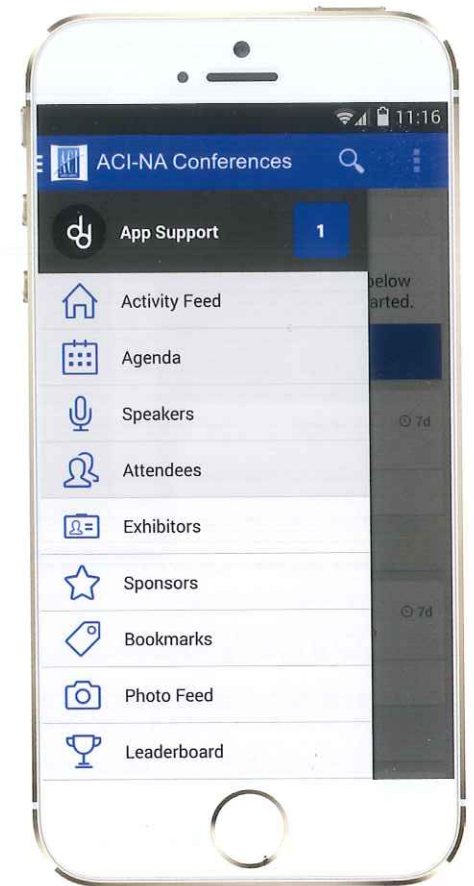


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REFERENCE INFORMATION & POLICIES

EXHIBITOR REGISTRATION

September 24 7:30 AM - 6:30 PM
September 25 7:30 AM - 7:00 PM
September 26 7:00 AM - 7:00 PM
September 27 7:00 AM - 3:00 PM

REGISTRATION

Those who have not yet registered for conference registration will be on-site during the posted hours. Guest registration is available at the exhibition hall, ACI-NA Reception, and closing night event only. If a registrant is unable to attend any educational programming, s/he may request a full conference attendee.

Registration is a spouse/significant other, friend, or family member who is not in an airport or aviation industry-related profession or an associate within the airport or aviation industry. They may not use the guest registration category. Registration is for a full conference attendee and cannot be used for a partial conference attendee.

CONFERENCE BADGES

All registrants receive a name badge. For your convenience, we ask that you please wear your badge to all meetings, the exhibition hall, and the ACI-NA/World Airport Members and ACI-NA/ Airport Members and Associate Members can be identified by a MEMBER printed on the badge. All registrants, regardless of membership status, will have their name printed on the badge.

Media representatives is available for ACI-NA members and 2016 exhibitors may request press releases and/or press kits in the press room.

The hours listed below may be subject to change.

Media are invited to Room 513BC on Monday, September 26, for a press briefing from 2:00 PM to 2:30 PM.

For more information regarding the press office, please contact (610) 676-3304 or selmore@aci-na.org.

September 25 3:00 PM - 5:30 PM
September 26 7:00 AM - 5:00 PM
September 27 7:00 AM - 4:00 PM

WELCOME GIFT

Each registrant has a special gift for every fully registered attendee and registered guest. Stop by the ACI-NA Welcome Desk in the ACI-NA Reception and show your conference badge to receive your gift.

ENVIRONMENT

Join in our effort in going green! Pre-registered registrants will receive a copy via e-mail, and a roster is posted at the ACI-NA Membership Desk. The roster will be e-mailed after the conclusion of the conference.

CHILDREN

ACI-NA meetings and events are intended for adults only. No children under the age of 16 are permitted to register or attend. Children under the age of 16 are not permitted on the trade show floor at any time. Anyone under the age of 18 must be accompanied by a parent or legal guardian while on the trade show floor.

ALCOHOL POLICY

ACI-NA will not serve alcoholic beverages to anyone under the age of 18. And we reserve the right to refuse the service of alcohol to anyone.

ATTIRE

Business casual attire is appropriate for all meetings. Men generally wear slacks and dress shirts or polo shirts, often with a jacket. Ties are not necessary. Women generally wear pantsuits, skirts or slacks and blouses/golf shirts. Dress for the closing night event is casual attire.

NO SMOKING

For the comfort and health of all, smoking is not permitted in meeting rooms, the exhibition hall or food functions. Smoking is prohibited at all conference facilities unless in a designated smoking area.

PROFESSIONAL BEHAVIOR

It is the policy of ACI-NA that attendees at annual conferences and other ACI-NA functions shall conduct themselves in a professional manner, and shall interact with other attendees and ACI-NA and conference staff with consideration and mutual respect.

The ACI-NA Board will restrict from participation in ACI-NA activities any attendees who engage in harassing, discourteous or otherwise inappropriate behavior. (Policy adopted by ACI-NA Board of Directors, September 1992)

SEXUAL HARASSMENT

No member, representative or other attendee at an ACI-NA sponsored activity shall engage in sexual harassment of an ACI-NA staff member. The Board will reprimand and, if necessary, restrict from participation in ACI-NA activities anyone who engages in such behavior. (Policy adopted by ACI-NA Board of Directors, June 1998)



CENTERLINES FINANCE

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The Centerlines Finance App is an airport financial benchmarking tool that allows airport professionals to compare up to 90 different data elements between nearly 100 airports. The App utilizes the past five years of the ACI-NA Annual Financial Benchmarking Survey data, and is a subscription service available only to airport survey participants.

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SATURDAY AT A GLANCE

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SATURDAY, SEPTEMBER 24, 2016

7:00 AM - 8:30 AM	ACI Europe Executive Committee Meeting (Executive Committee members only) Room: 521AB	12:00 PM - 1:00 PM	ACI World Audit Committee Meeting Room: 521C
7:30 AM - 6:30 PM	Registration Level 1 Palais Passage	12:00 PM - 1:15 PM	Lunch Room: 710 (on Level 7)
7:30 AM - 6:30 PM	YUL Welcome Desk Level 1 Palais Passage	12:00 PM - 8:00 PM	Exhibition Hall Move-In Exhibit Hall
7:30 AM - 8:30 AM	Continental Breakfast Room: 710 (on Level 7)	12:30 PM - 1:30 PM	ACI-NA/Europe Board of Directors Lunch Room: 512DH
8:00 AM - 8:30 AM	ACI Fund Council Meeting Room: 523AB	1:15 PM - 2:45 PM	Operations & Technical Affairs Working Groups
8:00 AM - 10:00 AM	U.S. Policy Board Meeting & Joint U.S. Government Affairs Steering Group Meeting Room: 516C	1:15 PM - 3:00 PM	Environmental Affairs Committee Working Group Roundtable Sessions, Part 3
8:30 AM - 10:00 AM	Environmental Affairs Committee Working Group Roundtable Sessions, Part 1 (U.S. Caucus)	1:30 PM - 3:30 PM	ACI-NA/ ACI Europe Joint Board Meeting Room: 513DEF
8:30 AM - 12:00 PM	Environmental Affairs Canadian Caucus Meeting Room: 518A	2:00 PM - 5:00 PM	Canadian Council of Chairs Meeting Room: 512EA
8:30 AM - 12:00 PM	Operations & Technical Affairs Committee Workshop and Safety Forum Room: 520CF	2:45 PM - 3:00 PM	PM Break Room: Level 5 Concourse
8:30 AM - 12:00 PM	ACI Europe Board of Directors Meeting Room: 512GC	3:15 PM - 4:45 PM	Operations & Technical Affairs Working Groups
8:30 AM - 4:30 PM	ACI World Human Resources Forum Room: 510BD	3:30 PM - 5:30 PM	Environmental Affairs Steering Group Meeting Room: 518B
8:30 AM - 5:15 PM	Legal Affairs Committee Workshop Room: 519AB	3:30 PM - 6:00 PM	ACI World Executive Committee Meeting Room: 521AB
8:30 AM - 5:15 PM	Business Information Technology Committee Workshop Room: 520 BE	5:00 PM - 6:30 PM	Operations & Technical Affairs Steering Group Meeting Room: 525AB
10:00 AM - 10:30 AM	AM Break Room: Level 5 Concourse	6:30 PM - 9:30 PM	Board and Commissioners Leadership Dinner (Invite only)
10:30 AM - 12:00 PM	Environmental Affairs Committee Working Group Roundtable Sessions, Part 2 (U.S. Caucus)		
10:30 AM - 12:00 PM	ACI-NA Board of Directors Meeting Room: 513DEF		

SUNDAY AT A GLANCE

Visit the ACI-NA Conferences mobile app for all session location, description, and speaker information. The app is available for free in the Apple App Store and Google Play. Log in using the email you used to register for the conference and password airports.

SUNDAY, SEPTEMBER 25, 2016

7:30 AM - 9:00 AM	ACI-NA BOD / Committee Chairs Breakfast (Invite only) Room: 512DH	11:30 AM - 12:00 PM	ACI-NA WBP/Associate Member Business Meeting (Open to all ACI-NA/ACI World Business Partners and Associate members) Room: 516C
7:30 AM - 7:00 PM	Registration Level 1 Palais Passage	12:00 PM - 1:00 PM	Canadian Closed Board Meeting (Open to Board Members Only) Room: 512GC
7:30 AM - 7:00 PM	YUL Welcome Desk Level 1 Palais Passage	12:00 PM - 1:00 PM	Lunch Room: 710 (on Level 7)
8:00 AM - 9:00 AM	Continental Breakfast Room: 710 (on Level 7)	1:00 PM - 3:00 PM	Medium Hub Caucus Meeting Room: 516C
8:00 AM - 9:00 AM	World Governing Board Breakfast (Invite Only) Room: 511CF	1:00 PM - 3:00 PM	Large Hub Caucus Meeting Room: 516E
8:00 AM - 2:00 PM	Exhibition Hall Move-In Exhibit Hall	1:00 PM - 3:00 PM	Commercial Management Steering Group Meeting Room: 525AB
9:00 AM - 11:00 AM	CAC Small Airports Caucus Meeting (Invite only) Room: 512EA	1:00 PM - 4:00 PM	Small Airports Committee Meeting Room: 516D
9:00 AM - 11:30 AM	ACI-NA WBP/Associates Board of Directors Meeting (Open Forum) Room: 516C	1:00 PM - 4:30 PM	Global Air Cargo Workshop Room: 518C
9:00 AM - 3:00 PM	Marketing & Communications Steering Group Meeting Room: 518A	1:15 PM - 4:30 PM	Canadian Open Board & Membership Meeting Room: 510AC
9:00 AM - 4:30 PM	ACI World Governing Board Meeting (Invite Only) Room: 511ABDE	2:00 PM - 5:00 PM	Business Diversity Committee Meeting Room: 523AB
9:00 AM - 4:30 PM	Operational & Technical Affairs Committee Workshop Room: 520CF	2:30 PM - 3:00 PM	PM Break Room: Level 5 Concourse
9:00 AM - 4:30 PM	Business Information Technology Committee Workshop Room: 520 BE	3:00 PM - 4:00 PM	U.S. Government Affairs Committee Meeting Room: 516C
9:00 AM - 4:30 PM	Legal Affairs Committee Workshop Room: 519AB	3:00 PM - 5:00 PM	Press Office Open Room: 513BC
9:00 AM - 4:30 PM	Environmental Affairs Committee Workshop Room: 520AD	3:30 PM - 5:00 PM	ACI World Business Partners Advisory Board Meeting Room: 521AB
9:00 AM - 4:30 PM	Airport Economics and Finance Workshop Room: 524	4:00 PM - 4:30 PM	Exhibitor Briefing Exhibit Hall - Show Floor Classroom
9:30 AM - 12:00 PM	Commissioners Committee Meeting Room: 518B	5:00 PM - 7:00 PM	Exhibition Hall Grand Opening (Reception in Exhibit Hall) Exhibit Hall
10:15 AM - 10:45 AM	AM Break Room: Level 5 Concourse	6:00 PM - 8:00 PM	CAC Large Airports Caucus Meeting (Offsite, invite only)

MONDAY AT A GLANCE

Visit the ACI-NA Conferences mobile app for all session location, description, and speaker information. The app is available for free in the Apple App Store and Google Play. Log in using the email you used to register for the conference and password airports.

MONDAY, SEPTEMBER 26, 2016

7:30 AM - 7:00 PM	Registration Level 1 Palais Passage
7:30 AM - 7:00 PM	YUL Welcome Desk Level 1 Palais Passage
7:30 AM - 10:00 AM	Exhibition Hall Open (Continental Breakfast in Exhibit Hall from 7:30 AM - 9:00 AM) Exhibit Hall
7:30 AM - 5:00 PM	Press Office Open Room: 513BC
8:00 AM - 8:45 AM	Exhibit Hall Classroom Education Session: Creating A "Sense of Place" At Your Airport Show Floor Classroom
8:30 AM - 9:45 AM	Large Hub Forum (Invite only) Room: 516A
9:00 AM - 9:45 AM	Exhibit Hall Classroom Education Session: Perspectives on Stakeholder Engagement and Climate Change Adaptation Show Floor Classroom
10:00 AM - 12:00 PM	General Session I: Opening Ceremony and Crisis Communication - The World is Watching Room: 517BC The public's fascination with aviation, a global news cycle that never ends, and the emergence of the citizen - or passenger - journalist have complicated traditional airport crisis response plans. Facing an incredible challenge like never before, airports must respond quickly and effectively to security incidents, accidents and other disruptions while maintaining public confidence to strengthen their reputation. Take advantage of this opportunity to learn from airport CEOs who have successfully led their airports through crisis in the middle of a media storm on issues that command international attention. Moderated by Jim Cherry, President and CEO, Aéroports de Montréal Tan Sri Bashir Ahmad Abdul Majid, Advisor, Malaysia Airports Holdings Scott Clements, Former President and CEO, Fort McMurray International Airport Arnaud Feist, CEO, Brussels Airport Company
12:00 PM - 1:00 PM	PAC Luncheon (Invite only) Room: 516AB
12:00 PM - 1:30 PM	CAC Large Airport City Chamber Lunch (Invite only) Room: 512FB
12:00 PM - 3:00 PM	Exhibition Hall Open (Lunch Served in Exhibit Hall from 12:00 PM - 1:30 PM) Exhibit Hall
12:15 PM - 12:35 PM	Solutions Showcase: Ross & Baruzzini: Smart is Secure Exhibit Hall, Showcase 1
12:40 PM - 1:00 PM	Solutions Showcase: AeroMACS: A Licensed Wireless Broadband Technology - Improving the Safety, Capacity and Efficiency of the Airport Surface Exhibit Hall, Showcase 2
1:05 PM - 1:25 PM	Solutions Showcase: Harris Corporation: NextGen Airfield Surveillance - Understanding Your Options Exhibit Hall, Showcase 1
1:30 PM - 2:30 PM	Exhibit Hall Classroom Education Session: Public Private Partnerships - Are They Right For You? Show Floor Classroom

DAY AT A GLANCE

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- 9:00 AM **Press Briefing**
Room: 513BC
- 9:30 AM **Solutions Showcase: SITA: Self bag drop - the answer to... what?**
Exhibit Hall, Showcase 2
- 10:00 AM **ACI-NA Exec-to-Exec Committee Meeting**
Room: 521AB
- 10:30 AM **PM Break**
Room: Level 5 Concourse
- 11:00 AM **Concurrent Education Sessions**
 - How Digital Is Transforming the Airport Industry
Room: 517A
 - Welcome Message
Room: 517D
The Honourable Marc Garneau, Minister of Transport, Canada
 - ICAO - Why It Matters To Airports
Room: 517D
- 11:30 AM **Concurrent Education Sessions**
 - Strategic HR - Developing an Effective Airport Training Strategy
Room: 517A
 - APEX: The Community of Airports at Work
Room: 517D
- 12:00 PM **ACI Scholarship Reception (Invite only)**
Exhibit Hall - VIP Lounge
- 12:30 PM **Exhibition Hall Open (Reception in Exhibit Hall)**
Exhibit Hall
- 1:00 PM **AMPAP Graduation Reception (Invite only)**
Offsite - ICAO Museum

TUESDAY AT A GLANCE

Visit the ACI-NA Conferences mobile app for all session location, description, and speaker information. The app is available for free in the Apple App Store and Google Play. Log in using the email you used to register for the conference and password.

TUESDAY, SEPTEMBER 26, 2016

- 7:30 AM - 3:00 PM **Registration**
Level 1 Palais Passage
- 7:30 AM - 5:45 PM **YUL Welcome Desk**
Level 1 Palais Passage
- 7:30 AM - 4:30 PM **Press Office Open**
Room: 513BC
- 8:00 AM - 9:00 AM **Continental Breakfast**
Room: Level 5 Concourse
- 7:30 AM - 9:00 AM **World Business Partner/Associate Member and Airport Director Roundtable Breakfast**
(Open to all ACI-NA WBP/Associate members & ACI-NA member airport directors)
Room: 520ABDE
- 9:00 AM - 10:00 AM **General Session II and Keynote Address**
Peter Bergen, CNN National Security Analyst
Room: 517BC
 - For decades the aviation industry has had to counter and respond to the threat of terrorism. Air transport has been a high-profile target for the Islamic State (ISIS), al Qaeda and its affiliates as well as other terrorists that seek to publicize their cause on the international stage. What can be done to address these threats? For more than more two decades Peter Bergen has studied international terrorism as a print, television and web journalist, documentary producer, think tank director, and the author of five books. Learn what he thinks is critical for governments and the private sector to do to address this evolving threat.
- 10:00 AM - 10:30 AM **ACI-NA Downes Award Presentation**
Room: 517BC
- 10:30 AM - 10:45 AM **Airport Carbon Accreditation Recognition Ceremony**
Room: 517BC
- 10:30 AM - 3:00 PM **Exhibition Hall Open** (Lunch Served in Exhibit Hall from 11:30 am - 1:00 pm)
Exhibit Hall
- 11:00 AM - 11:15 AM **ACI-NA Airport Membership Meeting** (ACI-NA Airport Official Representatives only)
Room: 516AB
- 11:15 AM - 12:45 PM **ACI World Annual General Assembly Meeting** (Invite only)
Followed directly by the AMPAP graduation ceremony
Room: 517BC
- 11:25 AM - 11:45 AM **Solutions Showcase: GCR: Risk Management and Safety Assurance with AirportIQ**
Exhibit Hall, Showcase 1
- 11:50 AM - 12:10 PM **Solutions Showcase: EDI: An Integrated Workplace Management System for Airports**
Exhibit Hall, Showcase 2
- 12:15 PM - 12:35 PM **Solutions Showcase: Rezpport: Parking Technology: What's Your Vision for 2020?**
Exhibit Hall, Showcase 1
- 12:40 PM - 1:00 PM **Solutions Showcase: Woolpert: Implementing an Asset Management Program in an Airport Environment**
Exhibit Hall, Showcase 2
- 1:15 PM - 2:00 PM **Exhibit Hall Classroom Education Session:**
Adding to the Bottom Line by Enhancing the Passenger Experience
Show Floor Classroom
- 2:10 PM - 3:05 PM **Exhibit Hall Classroom Education Session:**
Breaking Down the Silos in Safety
Show Floor Classroom

TUESDAY AT A GLANCE

Visit the ACI-NA Conferences mobile app for all session location, description, and speaker information. The app is available for free in the Apple App Store and Google Play. Log in using the email you used to register for the conference and password airports.

3:00 PM - 3:15 PM	PM Break Room: Level 5 Concourse
3:00 PM - 7:00 PM	Exhibition Hall Move-Out Exhibit Hall
3:15 PM - 4:15 PM	Education Session: Respond to New And Emerging Security Threats Room: 517A
4:15 PM - 5:15 PM	Education Session: Driving Your Own Innovation Room: 517D

5:30 PM - 6:15 PM
Chairs' Handoff Reception
Room: 516AB

7:00 PM - 10:00 PM
Closing Night Event
New City Gas

Join us on the evening of Tuesday, September 27th from 7:30 to 10:00 PM to get a taste of next year's host, Dallas Fort Worth International Airport, and say farewell to this year's host, Montréal-Elliott Trudeau Airport. The closing night event will take place at New City Gas, located at 950 rue Ottawa, Montreal, Quebec H3C 1S4. Buses will depart from the Westin Montréal and Hyatt Regency at 6:40 PM and will shuttle for the remainder of the evening.

The event will feature a Dallas/Fort Worth themed reception hour as we preview next year's host city, Dallas/Fort Worth. After the first hour, join us as we celebrate all that Montréal has to offer. You will have a fun filled evening hosted by Aéroports de Montréal.

WEDNESDAY AT A GLANCE

Visit the ACI-NA Conferences mobile app for all session location, description, and speaker information. The app is available for free in the Apple App Store and Google Play. Log in using the email you used to register for the conference and password airports.

WEDNESDAY, SEPTEMBER 28, 2016

8:00 AM - 10:00 AM **Airport Tour**

End your visit to Montréal with a tour of our facilities at Montréal-Trudeau airport.

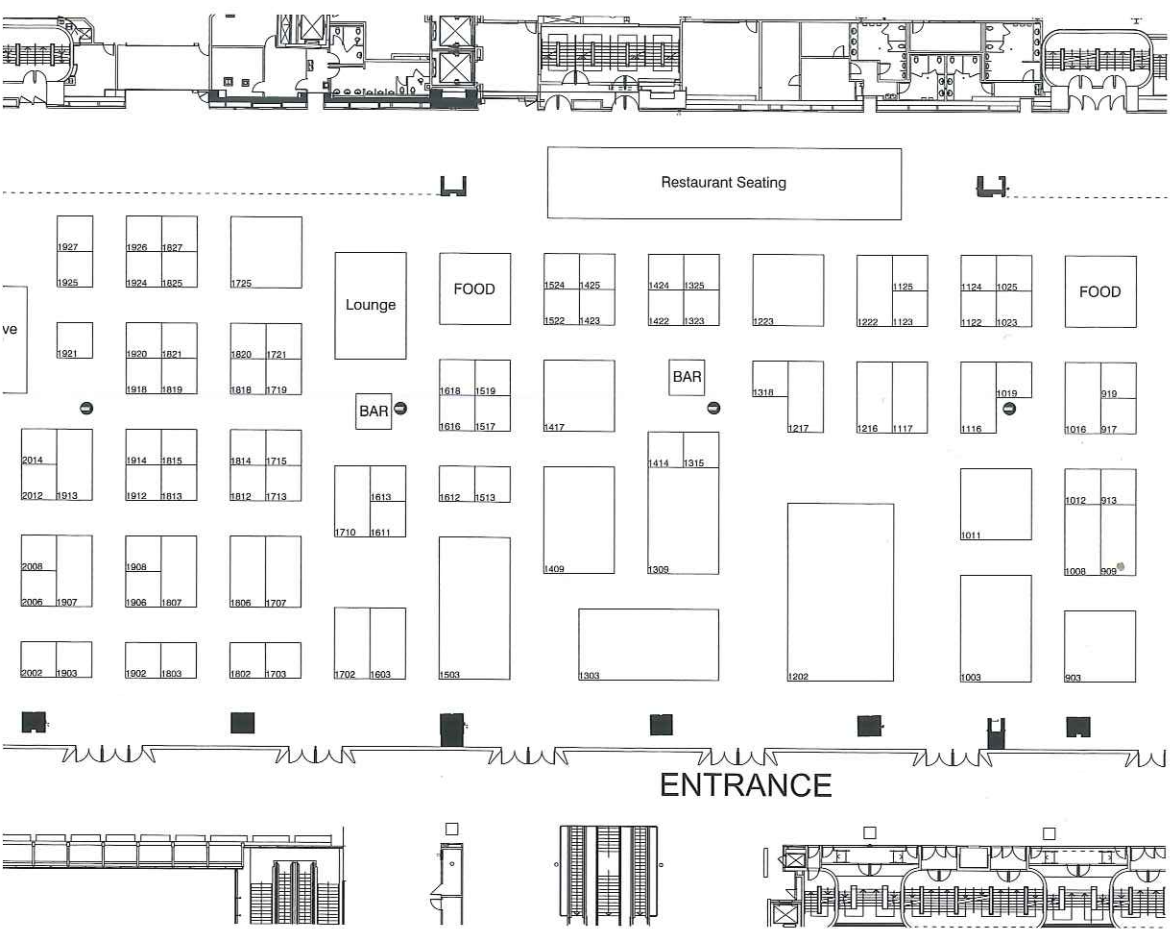
Four different tours are offered as well as the opportunity to participate in a Leadership Presentation.

1. Montréal-Trudeau U.S. baggage system: The outbound baggage is among the most sophisticated in the world. Come to discover it (20 participants)
2. Montréal-Trudeau glycol recycling centre: the new glycol recycling centre opened in fall 2014, it is the first in the world to achieve a glycol concentration of at least 99.5% and re-use recycled product as a certified aircraft de-icer. Come to see how we can reduce the cost and integrate life-cycle management approach: the product does not become waste, but is treated and re-used. (40 participants)
3. Montréal-Trudeau technologic terminal: Innovation aims at improving the quality of customer experience, the fluidity of processes, system efficiency and operational safety/security. Come to discover it. (20 participants)
4. Montréal-Trudeau security tour: Come to meet with Montréal-Trudeau Airport Patrol and visit our facilities: Emergency coordination centre, firefighter station, K-9 unit, Canadian and American customs and pre-boarding security check-point. (20 participants)

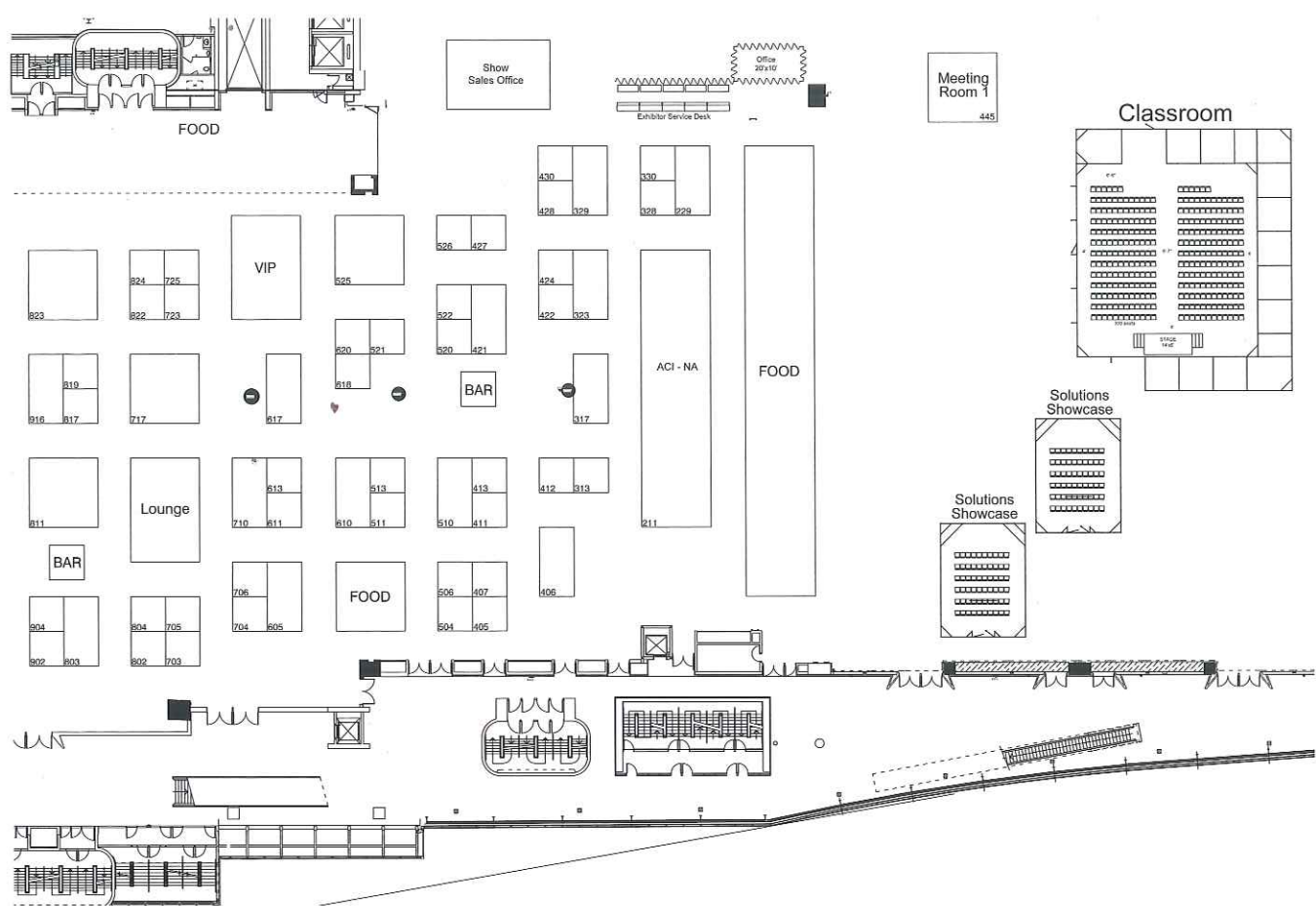
Presentation: Organize for Complexity: How to Develop Leadership for High Performance in an Age of Dynamics.

Author Niels Pflaeging and a panel of airport leaders will offer insights into systemic thinking, and discuss issues and barriers facing airports. This presentation will take place at the Montréal Airport Marriott In-Terminal Hotel from 8:30 AM - 11:15 AM, and is limited to 150 participants. Stop by the YUL Welcome Desk on Level 1 Palais Passage for more information.

EXHIBITOR DIRECTORY



EXHIBITOR DIRECTORY



EXHIBITOR DIRECTORY

A to Z (as of 9/9)

Exhibitor	Number	Exhibitor	Number
AAS Canada Inc.	2009	DY Consultants	1025
ACI-NA	211	EDI Electronic Data, Inc.	1117
ADB Safegate	1807	ENGIE Services	1920
AECOM	422	Ennis-Flint	1813
Aer Rianta International	1907	Enterprise Holdings	913
AERO Group	506	Enviro-access	1325
AeroAscent	1806	Epson America, Inc.	824
AeroMACS	1803	Euronet USA	1918
Aeroports De Montreal	1906	Evans Airport Solutions	525
Aeroterm	823	Everbridge, Inc	1613
Airbiz Aviation Strategies Ltd.	1414	Evolis Inc.	819
AirIT, an amadeus company	903	Fentress Architects	1417
Airport Business magazine	1424	Four Winds Interactive	804
Airport Consultants Council	2002	FuelRod	1825
Airport Improvement Magazine	430	G&S Airport Conveyor	1125
Airport Lounge Development	802	GCR, Inc	1323
Airports Authority of India (AAI)	2006	Genetec	1814
American Association of Airport Executives (AAAE)	1815	Genster	1423
Ameristar Perimeter Security	1425	Gentrack	1513
Arconas Corporation	1309	Ghafari Associates	1517
Argus Consulting	822	Glidepath	329
Arup	1422	Global ACI-ICAO AMPAP	2003
AST Corporation	919	Harris	406
AtHoc, Division of BlackBerry	407	Hensel Phelps	412
Axis Communications	428	Hi-Lite Airfield Services, LLC	522
Birdi & Associates, Inc.	313	HMSHost Corporation	1202
Black Box Network Services	513	Hojeij Branded Foods	1503
Brock Solutions	424	Hudson Group	1303
Brüel & Kjær EMS	317	Impact Plastics	521
Burke Gibson LLC	723	Indigo Park Canada, Inc.	1707
Burns & McDonnell	1217	Infax, Inc.	916
Canon U.S.A., Inc.	1903	International Air Transport Association (IATA)	2008
Cavotec Canada Inc	323	International Civil Aviation Organization (ICAO)	405
CNN Airport Network	1315	ISS Facility Services, Inc.	1122
Cobus Industries LP	917	Jacobs	1603
Com-Net Software	1003	JBT Corporation	1703
Concessionaire Analyzaer+	817	JCAI Inc.	2012
Corgan	1023	JRM Consultants & Investigations Co.	1921
CTS Cement Manufacturing Corporation	1908	Kaba	605
Daktronics	526	Landrum & Brown	803
Data Base Products	1821	Lea+Elliott, Inc.	1318
DFW Airport	2013	Leidos	1409/1710
DFW Airport Fire Training Research Center	1116	Leitner-Poma of America	2014
DoorKing, Inc.	1524	LEO A DALY	1612

A to Z (as of 9/9)

EXHIBITOR DIRECTORY

Exhibitor	Number	Exhibitor	Number
LG Electronics USA, Inc.	909	Transportation Research Board - ACRP	328
Materna Information & Communications Corp.	421	TranSystems Corporation	1012
McFarland Johnson, Inc.	1519	Twist Aero	1222
Monument Tracker	1912	Tyco Integrated Security	725
National Air Traffic Controllers Association (NATCA)	1812	Unisys	510
NAVCANatm	717	URETEK USA, Inc.	704
NextBus	1914	Varec, Inc.	1123
OAG	703	Veneklasen	1719
OpticWash	611	Verde GSE, Inc.	1124
Pantel	1522	visitorM LTD	1902
Parabit Systems	1721	WerkMaster	1618
Park Assist	504	Woolpert	706
Parsons	411	WSP Parsons Brinckerhoff	1223
PASSUR Aerospace	1611	Zodiac Arresting Systems America	1016
ProDIGIQ, Inc.	618	Zoetfig	811
Quantum Secure, Part of HID Global	520		
RDG Concessions, Inc.	413		
RezPort, Inc.	1819		
Ricondo & Associates	617		
Rockwell Collins (ARINC)	1011		
Rosenbauer	1820		
Ross & Baruzzini	902		
RS&H	1008		
Runway Safe	1713		
Rydin Decal	1818		
Saab	710		
ServiceTec International, Inc.	1216		
Siemens Ruggedcom	1715		
Signature Flight Support	610		
Simpleway, Inc.	1702		
SITA	1003		
Skanska	705		
Skyroam Inc.	427		
Smiths Detection	620		
SSi	1019		
Swyft Inc.	1913		
T.Y. Lin International	904		
Telrad Networks	1802		
Tetra Tech	511		
Thales ATM U.S.	613		
The Global Exchange Group	229		
ThyssenKrupp Airport Systems, Inc.	1725		
Trackforce	1616		
Transoft Solutions	330		

EXHIBITOR DIRECTORY

BY BOOTH NUMBER (as of 9/9)

Exhibitor	Number	Exhibitor	Number
ACI-NA	211	Tyco Integrated Security	725
The Global Exchange Group	229	Airport Lounge Development	802
Birdi & Associates, Inc.	313	Landrum & Brown	803
Brüel & Kjær EMS	317	Four Winds Interactive	804
Cavotec Canada Inc	323	Zoeftig	811
Transportation Research Board - ACRP	328	Concessionaire Analyzaer+	817
Glidepath	329	Evolis Inc.	819
Transoft Solutions	330	Argus Consulting	822
International Civil Aviation Organization (ICAO)	405	Aeroterm	823
Harris	406	Epson America, Inc.	824
AtHoc, Division of BlackBerry	407	Ross & Baruzzini	902
Parsons	411	AirIT, an amadeus company	903
Hensel Phelps	412	T.Y. Lin International	904
RDG Concessions, Inc.	413	LG Electronics USA, Inc.	909
Materna Information & Communications Corp.	421	Enterprise Holdings	913
AECOM	422	Infax, Inc.	916
Brock Solutions	424	Cobus Industries LP	917
Skyroam Inc.	427	AST Corporation	919
Axis Communications	428	Com-Net Software	1003
Airport Improvement Magazine	430	SITA	1003
Park Assist	504	RS&H	1008
AERO Group	506	Rockwell Collins (ARINC)	1011
Unisys	510	TranSystems Corporation	1012
Tetra Tech	511	Zodiac Arresting Systems America	1016
Black Box Network Services	513	SSi	1019
Quantum Secure, Part of HID Global	520	Corgan	1023
Impact Plastics	521	DY Consultants	1025
Hi-Lite Airfield Services, LLC	522	DFW Airport Fire Training Research Center	1116
Evans Airport Solutions	525	EDI Electronic Data, Inc.	1117
Daktronics	526	ISS Facility Services, Inc.	1122
Kaba	605	Varec, Inc.	1123
Signature Flight Support	610	Verde GSE, Inc.	1124
OpticWash	611	G&S Airport Conveyor	1125
Thales ATM U.S.	613	HMSHost Corporation	1202
Ricondo & Associates	617	ServiceTec International, Inc.	1216
ProDIGIQ, Inc.	618	Burns & McDonnell	1217
Smiths Detection	620	Twist Aero	1222
OAG	703	WSP Parsons Brinckerhoff	1223
URETEK USA, Inc.	704	Hudson Group	1303
Skanska	705	Arconas Corporation	1309
Woolpert	706	CNN Airport Network	1315
Saab	710	Lea+Elliott, Inc.	1318
NAVCANatm	717	GCR, Inc	1323
Burke Gibson LLC	723	Enviro-access	1325

BY BOOTH NUMBER (as of 9/9)

EXHIBITORS DIRECTORY

Exhibitor	Number	Exhibitor	Number
Leidos	1409	Aer Rianta International	1907
Airbiz Aviation Strategies Ltd.	1414	CTS Cement Manufacturing Corporation	1908
Fentress Architects	1417	Monument Tracker	1912
Arup	1422	Swyft Inc.	1913
Gensler	1423	NextBus	1914
Airport Business magazine	1424	Euronet USA	1918
Ameristar Perimeter Security	1425	ENGIE Services	1920
Hojeij Branded Foods	1503	JRM Consultants & Investigations Co.	1921
Gentrack	1513	Airport Consultants Council	2002
Ghafari Associates	1517	Global ACI-ICAO AMPAP	2003
McFarland Johnson, Inc.	1519	Airports Authority of India (AAI)	2006
Pantel	1522	International Air Transport Association - IATA	2008
DoorKing, Inc.	1524	AAS Canada Inc.	2009
Jacobs	1603	JCAI Inc.	2012
PASSUR Aerospace	1611	DFW Airport	2013
LEO A DALY	1612	Leitner-Poma of America	2014
Everbridge, Inc	1613		
Trackforce	1616		
WerkMaster	1618		
Simpleway, Inc.	1702		
JBT Corporation	1703		
Indigo Park Canada, Inc.	1707		
Leidos	1710		
Runway Safe	1713		
Siemens Ruggedcom	1715		
Veneklasen	1719		
Parabit Systems	1721		
ThyssenKrupp Airport Systems, Inc.	1725		
Telrad Networks	1802		
AeroMACS	1803		
AeroAscent	1806		
ADB Safegate	1807		
National Air Traffic Controllers Association (NATCA)	1812		
Ennis-Flint	1813		
Genetec	1814		
American Association of Airport Executives (AAAE)	1815		
Rydin Decal	1818		
RezPort, Inc.	1819		
Rosenbauer	1820		
Data Base Products	1821		
FuelRod	1825		
visitorM LTD	1902		
Canon U.S.A., Inc.	1903		
Aeroports De Montreal	1906		

EXHIBITOR DIRECTORY

(as of 9/9)

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Airport Business magazine.....1424
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Airport Consultants Council.....2002
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Airport Improvement Magazine 430
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262-510-7832
www.airportimprovement.com

Airport Lounge Development..... 802
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Black Box Network Services513
Johnathan Lewis
PO Box 260728
Miami, FL 33126
United States
305-876-8467
www.blackbox.com

Brock Solutions 424
Rikki Gibson
88 Ardelt Avenue
Kitchener, ON N2C 2C9
Canada
519-571-1522

Brüel & Kjaer EMS.....317
Greg Bracci
1050 Fulton Avenue
Suite 213
Sacramento, CA 95825
United States
916-265-7701
www.bksv.com/ems

Burke Gibson LLC 723
Curtis Shugarts
702 3rd St. SW
Auburn, WA 98001
United States
253-735-4444
www.burkegibsonllc.com

Burns & McDonnell 1217
Bret Pilney
9400 Ward Pkwy
Kansas City, MO 64114
United States
816-349-6717
www.burnsmcd.aero

Canon U.S.A., Inc......1903
Stevie Maronitis
One Canon Park
Melville, NY 11747
United States
631-330-5000
www.usa.canon.com

Cavotec Canada Inc323
Andrea Della Bianca
5665 Corporate Avenue
Cypress, CA 90630
United States
714-947-0005
www.cavotec.com

CNN Airport Network 1315
Deborah Cooper
One CNN Center, SE 07
Atlanta, GA 30303
United States
404-827-4820
www.turner.com

Cobus Industries LP917
Don Frassetto
40 Robinwood Road
Trumbull, CT 06611
United States
203-380-9575
www.cobus.us

Com-Net Software.....1003
Mark Mayfield
3728 Benner Rd
Miamisburg, OH 45342
United States
937-859-6323
www.comnetsoftware.com

Concessionaire Analyzaer+817
John de Giorgio
Skyparks Business Centre
Malta Airport
Laqua, LQA4000
Malta
00356 2131 9977
www.caplus.aero

Corgan..... 1023
John Murphy
401 N. Houston
Dallas, TX 75202
United States
214-748-2000
www.corgan.com

CTS Cement Manufacturing Corporation.....1908
Janet Ong
11065 Knott Avenue
Suite A
Cypress, CA 90630
United States
800-929-3030
www.ctscement.com

Daktronics.....526
Casey Williamson
117 Prince Dr
Brookings, SD 57006
United States
605-692-0200 x 56514
www.daktronics.com/Transportation

Data Base Products..... 1821
Richard Olmos
12770 Coit Road
Suite 1218
Dallas, TX 75251
United States
214-273-3698
www.airlinedata.com

DFW Airport2013
Sophia Johnson
2030 main Street
Suite 410
DFW Airport, TX 75201
United States
972-716-0070

DFW Airport Fire Training Research Center1116
Randal Rhodes
PO Drawer 619428
DFW Airport, TX 75261
United States
dfwairport.com/firetraining

DoorKing, Inc...... 1524
Nikki Dinnel
120 S. Glasgow Avenue
Inglewood, CA 90301
United States
310-645-0023
www.doorking.com

DY Consultants1025
Dennis Yap
401 Franklin Avenue, Suite 318
Garden City, NY 11530
United States
516-625-9800
www.dyconsultants.com

EDI Electronic Data, Inc. 1117
Jim Lindsay
780 Carillon Pkwy
Suite 100
St. Petersburg, FL 33716
United States
727-299-9304
www.edatai.com

ENGIE Services.....1920
Marjorie Sittler
550 Sherbrooke Ouest
Montreal, QC H3A 1B9
Canada
514-451-2973

Ennis-Flint..... 1813
Tracy Hall
115 Todd Court
Thomasville, NC 27360
United States
336-436-9433
www.ennisflint.com

Enterprise Holdings.....913
Julie Kimmich
600 Corporate Park Dr
St. Louis, MO 63105
United States
314-512-2594
www.enterprise.com

Enviro-access 1325
Mathieu Muir
85, rue Belvedere Nord
Bureau 150
Sherbrooke, QC J1H 4A7
Canada
www.enviroaccess.ca

Epson America, Inc......824
Bruce Wilhelm
3840 Kilroy Airport Way
Long Beach, CA 90806
United States
603-204-5085
www.epson.com

EXHIBITOR DIRECTORY

(as of 9/9)

.....1918
 GCR, Inc 1323
 Stephen Blessing
 111 Park Place
 Suite 120
 Covington, LA 70433
 United States
 985-327-0413
 www.gcrincorporated.com

.....525
 Genetec 1814
 Ally Brumer
 2280 Alfred-Nobel Boulevard
 Suite 400
 Montreal, QC H4S 2A4
 Canada
 514-332-4000
 www.genetec.com

.....1613
 Gensler 1423
 Keith Thompson
 500 South Figueroa Avenue
 Los Angeles, CA 90071
 United States
 301-327-3760
 www.gensler.com

.....819
 Gentrack 1513
 Nigel Gough
 25 College Hill
 Freemans Bay
 Auckland, 1011
 New Zealand
 +64 9 966 6105
 www.airport2020.com

.....1417
 Ghafari Associates 1517
 Ted Oberlies
 122 S Michigan Ave
 Suite 1500
 Chicago, IL 60603
 United States
 312-984-2300
 www.ghafari.com

.....804
 Glidepath 329
 Hamish Smith
 30 Cartwright Road
 Kelston, Auckland 0602
 New Zealand
 +64 220 920 499
 www.glidepathgroup.com

.....1825
 Global ACI-ICAO AMPAP 2003
 Monica Tai Chew
 440 Rene-Levesque Boulevard West
 Suite 1202
 Montreal, QC H2Z 1V7
 Canada
 514-396-9499
 www.iap.aero

.....1125
 Harris 406
 Chris Zanardi
 12930 Worldgate Drive,
 Suite 400
 Herndon, VA 20170
 United States
 703-245-4388

Hensel Phelps 412
 Heather Ward
 420 Sixth Ave
 Greeley, CO 80631
 United States
 970-352-6565
 www.henselphelps.com

.....522
 Hi-Lite Airfield Services, LLC 522
 Chris Bedard
 735-B Arlington Park Place
 Lower Unit
 Kingston, ON K7M 8M8
 Canada
 613-547-2831
 www.hi-lite.com

.....1202
 HMSHost Corporation 1202
 Derryl Benton
 6905 Rockledge Dr
 Bethesda, MD 20817
 United States
 240-694-4100
 www.hmshost.com

.....1503
 Hojeij Branded Foods 1503
 Wassim Hojeij
 1750 The Exchange
 Suite 200
 Atlanta, GA 30339
 United States
 770-953-3300
 www.hbfairports.com

.....1303
 Hudson Group 1303
 Kristen Clonan
 One Meadowlands Plaza
 Suite 902
 East Rutherford, NJ 07073
 United States
 201-939-5050
 www.hudsongroup.com

.....521
 Impact Plastics 521
 Michele Todd
 11419 Smith Drive
 Huntley, IL 60142
 United States
 847-426-3831
 www.impactinnovates.com

.....1707
 Indigo Park Canada, Inc. 1707
 Caroline Beland
 1, Place Ville Marie
 Suite 1202
 Montreal, QC H2Z 1V7
 Canada
 514-874-1208
 www.parkindigo.ca

.....916
 Infax, Inc 916
 Tracy Davis
 4250 River Green Parkway
 Suite D
 Duluth, GA 30096
 United States
 678-533-4012
 www.infax.com

(as of 9/9)

International Air Transport Association (IATA) 2008
 Michaela Zaharieva
 800, Place Victoria
 PO Box 113
 Montreal, QC H4Z 1M1
 Canada
 514-874-0202

.....405
 International Civil Aviation Organization (ICAO) 405
 Sabri Ben Abdallah
 999 Robert Bourassa Boulevard
 Montreal, QC H3C 5H7
 Canada
 514-954-8219

.....1122
 ISS Facility Services, Inc. 1122
 Steve Malcolmson
 1019 Central Parkway North
 Suite 100
 San Antonio, TX 78232
 United States
 416-660-8431
 www.us.issworld.com

.....1603
 Jacobs 1603
 Steve Pelham
 1100 N Glebe Road
 Arlington, VA 22201
 United States
 516-314-6551
 www.jacobs.com

.....1703
 JBT Corporation 1703
 Garrett MacFarlane
 1805 West 2550 South
 Ogden, UT 84401
 United States
 801-629-6600
 www.jbtaerotech.com

.....2012
 JCAI Inc 2012
 April Broomer
 2355 Derry Road
 Suite 45
 Mississauga, ON L5S 1V6
 Canada
 905-677-5224
 jcaii.com

.....1921
 JRM Consultants & Investigations Company 1921
 John Holem
 3225 N. Harbor Drive
 Suite 115
 San Diego, CA 92101
 United States
 619-887-1412
 www.jrminvestigations.com

.....605
 Kaba 605
 Bruce Robertson
 2941 Indiana Avenue
 Winston-Salem, NC 27105
 United States
 800-849-8324
 www.kaba-adsamericas.com

Landrum & Brown 803
 Bill Hogan
 11279 Cornell Park Dr
 Cincinnati, OH 45242
 United States
 513-530-1233
 www.landrum-brown.com

.....1318
 Lea+Elliott, Inc. 1318
 Crystal Oczkowski
 2505 N. State Highway 360
 Suite 750
 Grand Prairie, TX 75050
 United States
 972-890-9800
 www.leaelliott.com

.....1409/1710
 Leidos 1409/1710
 Enrique Melendez
 1801 Calafornia Street
 Suite 2800
 Denver, CO 80202
 United States
 303-299-5343
 www.leidos.com/engineering

.....2014
 Leitner-Poma of America 2014
 Daren Cole
 2746 Seeber Dr.
 Grand Junction, CO 81506
 United States
 970-331-4697
 www.leitner-poma.com

.....1612
 LEO A DALY 1612
 Jerry Voith
 8600 Indian Hills Drive
 Omaha, NE 68114
 United States
 402-390-4497
 www.leoadaly.com

.....909
 LG Electronics USA, Inc. 909
 Pam Rembowicz
 2000 Millbrook Drive
 Lincolnshire, IL 60069
 United States
 847-941-8172
 www.lgsolutions.com

.....421
 Materna Information & Communications Corp. 421
 Jana Eull
 5323 Millenia Lakes Boulevard
 Orlando, FL 32839
 United States

.....1519
 McFarland Johnson, Inc. 1519
 Chad Nixon
 49 Court Street, PO Box 1980
 Binghamton, NY 13902
 United States
 607-723-4979
 www.mjinc.com

.....1912
 Monument Tracker 1912
 Jean-Jacques Lottemoser
 121 West 19th Street
 New York, NY 10011
 United States
 347-268-5882
 www.monument-tracker.com

EXHIBITOR DIRECTORY

National Air Traffic Controllers Association (NATCA) 1812
 Kelly Richardson
 1325 Massachusetts Ave, NW
 Washington, DC 20005
 United States
 202-628-5451
 www.natca.org

.....717
 NAVCANatm 717
 Rob Cook
 280 Hunt Club Road
 Ottawa, ON K2V 1C1
 Canada
 613-248-6814
 www.navcanatm.ca

.....1914
 NextBus 1914
 Gustavo De La Huerta-Meza
 5900 Hollis Street
 Suite X
 Emeryville, CA 94608
 United States
 510-995-3200
 www.nextbus.cubic.com

.....703
 OAG 703
 Sue Davidson
 450 Capability Green
 Luton, Beds LU1 3LU
 United Kingdom
 44 1 582 695470
 www.oag.com

.....611
 OpticWash 611
 Bryan Myers
 3330 NW 95th Avenue
 Ocala, FL 34482
 United States
 352-754-0500
 www.opticwash.com

.....1522
 Pantel 1522
 Chris Oldham
 125 Joseph Zatzman Dr
 Dartmouth, NS B3B 1W1
 Canada
 902-468-5998
 www.pantelintl.com

.....1721
 Parabit Systems 1721
 Bob Hricisak
 35 Debevoise Ave
 Roosevelt, NY 11575
 United States
 516-378-4800
 www.parabit.com

.....504
 Park Assist 504
 Lizzie Burger
 57 W 38th Street, 11th Floor
 New York, NY 10018
 United States
 518-928-7290
 www.parkassist.com

.....411
 Parsons 411
 Perfecto Solis, PE
 100 West Walnut Street
 Pasadena, CA 91124
 United States
 626-440-2000
 www.parsons.com

EXHIBITOR DIRECTORY

(as of 9/9)

1611
 Ross & Baruzzini 902
 Rebecca Ryan
 6 South Old Orchard
 Saint Louis, MO 63119
 United States
 314-918-8383
 www.rossbar.com

618
 RS&H 1008
 Dan Viscardi
 10748 Deerwood Park Boulevard South
 Jacksonville, FL 32256
 United States
 904-256-2500
 www.rsandh.com

1713
 Runway Safe
 Marc Klein
 940 West Adams
 Suite 400
 Chicago, IL 60607
 United States
 773-304-8155
 www.runwaysafe.com/us

520
 Part of HID
 Rydin Decal 1818
 Marion Mattson
 700 Phoenix Lake Avenue
 Streamwood, IL 60107
 United States
 630-483-4321
 www.rydin.com

413
 Inc.
 Saab 710
 Paul Bryson
 2101 L St., NW
 Suite 325
 Washington, DC 20037
 United States
 703-406-7209
 www.saabusa.com

1819
 ServiceTec International, Inc. 1216
 Adriano Di Placido
 12007 Sunrise Valley Drive
 Suite 355
 Reston, VA 20191
 United States
 703-259-4000
 www.servicetec.com

617
 Siemans Ruggedcom 1715
 Jamie Blakeley
 300 Applewood Crescent
 Concord, ON L4K 5C7
 Canada
 647-302-3029
 www.siemens.com/ruggedcom

1011
 ARINC)
 Signature Flight Support 610
 Lisa Musante
 201 South Orange Avenue
 Orlando, FL 32801
 United States
 703-417-3542
 www.signatureflight.com

1820
 Signature Flight Support

1702
 Simpleway, Inc.
 Brandy Bailey
 1621 Central Avenue
 Cheyenne, WY 82001
 United States
 937-286-2691
 www.simpleway.aero

1003
 SITA
 Caroline Rose
 3100 Cumberland Blvd.
 Suite 1200
 Atlanta, GA 30339
 United States
 770-303-3472
 www.sita.aero

705
 Skanska
 Maritza Burgos
 2405 Lucien Way
 Suite 250
 Maitland, FL 32751
 United States
 407-718-5086
 www.usa.skanska.com

427
 Skyroam Inc.
 Alan Gale
 180 Sansome St., 4th Floor
 San Francisco, CA 94104
 United States
 650-888-7710

620
 Smiths Detection
 Tara Brown
 2202 Lakeside Boulevard
 Edgewood, MD 21009
 United States
 410-612-4000
 www.smithsdetection.com

1019
 SSI
 Lorena de Rodriguez
 7320 N. LaCholla Blvd
 #154-192
 Tucson, AZ 85741
 United States
 408-699-3743
 www.ssinstruction.com

1913
 Swyft Inc.
 Ben Deller
 140 Geary Street
 Floor 7
 San Francisco, CA 94108
 United States
 415-766-2882
 www.swyftstore.com

904
 T.Y. Lin International
 Richard A. Waters P.E.
 345 California Street
 Suite 2300
 San Francisco, CA 94104
 United States
 415-291-3700
 www.tylin.com

(as of 9/9)

1802
 Telrad Networks
 Amado Royola
 1 Bat Sheva Street
 Lod, 7116002
 Israel
 5613201880
 www.telrad.com

511
 Tetra Tech
 Shawn Sutherland
 3475 E. Foothill Blvd.
 Pasadena, CA 91107
 United States
 626-351-4664
 www.tetrattech.com

613
 Thales ATM U.S.
 Frank Matus
 10950 El Monte
 Suite 110
 Overland Park, KS 66211
 United States
 913-422-2725

229
 The Global Exchange Group
 Gabriel Quintana Mendibe
 Calle Primera, 17-19
 2nd Floor
 Carbajosa de la Sagrada, Salamanca
 37188
 Spain
 +34 923 28 13 18
 www.global-exchange.com

1725
 ThyssenKrupp Airport
 Systems, Inc.
 Enver Sarilar
 3201 N. Sylvania Avenue
 Suite 117
 Fort Worth, TX 76111
 United States
 817-210-5000
 www.thyssenkrupp-airpots.com

1616
 Trackforce
 Dara Feldman
 1224 Prospect Street
 Ste. 190
 San Diego, CA 92037
 United States
 845-474-0033
 www.trackforce.com

330
 Transoft Solutions
 Anna Pahlsson
 Krokslätts Fabriker 30
 431 37 Mölndal
 Sweden
 www.transoftsolutions.com

328
 Transportation Research Board
 ACRP
 Jeff Oser
 500 5th Street NW
 Washington, DC 20001
 United States
 202-334-2319

EXHIBITOR DIRECTORY

1012
 TranSystems Corporation
 Douglas Steen
 1717 Arch Street
 Three Logan Square, Suite 700
 Philadelphia, PA 19103
 United States
 443-717-1801
 www.transystems.com

1222
 Twist Aero
 Kali Ables
 47 S. Limestone Street
 Jamestown, OH 45335
 United States
 937-675-9581
 www.twistinc.com

725
 Tyco Integrated Security
 Mary Holden
 4700 Exchange Court
 #300
 Boca Raton, FL 33431
 United States
 561-226-8248
 www.tycois.com

510
 Unisys
 Dheeraj Kholi
 801 Lakeview Drive
 Suite 100
 Blue Bell, PA 19422
 United States
 215-986-4100
 www.unisys.com

704
 URETEK USA, Inc.
 Edward Hibbard
 PO Box 1929
 Tomball, TX 77377
 United States
 888-287-3835
 www.uretekusa.com

1123
 Varec, Inc.
 Michelle Ellingson
 5834 Peachtree Corners East
 Peachtree Corners, GA 30092
 United States
 571-526-6994
 www.varec.com

1719
 Veneklasen
 Elyse Friedman
 1711 16th Street
 Santa Monica, CA 90404
 United States
 310-450-1733
 www.veneklasen-associates.com

1124
 Verde GSE, Inc.
 Chris Hansen
 1750 14th Avenue E
 Palmetto, FL 34221
 United States
 941-729-7997
 www.verdegse.com

1902
 visitorM LTD
 Alex Schregardus
 NEAC Building
 LIT, Moylish Park
 Limerick,
 Ireland
 353 86 812 3925
 www.visitorm.com

1618
 WerkMaster
 Ralph Newbigin
 6932 Greenwood St.
 Burnaby, BC V5A 1X8
 Canada
 604-629-8700
 www.werkmaster.com

706
 Woolpert
 Tom Mochty
 11301 Carmel Commons
 Suite 300
 Charlotte, NC 28226
 United States
 980-339-2918
 www.woolpert.com

1223
 WSP | Parsons Brinckerhoff
 Amy Gilliece
 One Penn Plaza
 New York, NY 10119
 United States
 212-631-3785
 www.pbworld.com

1016
 Zodiac Arresting Systems America
 Trip Thomas
 2239 High Hill Road
 Logan Township, NJ 08085
 United States
 856-241-8620
 www.emasmax.com

811
 Zoefitg
 Martin Sharp
 Kings Hill Industrial Estate
 Bude, CORNWALL EX23 8QN
 United Kingdom
 44-0-1288-354-512
 www.zoefitg.com

EXHIBITOR DIRECTORY

BY CATEGORY (as of 9/9)

ES		Jacobs	1603
		LEO A DALY	1612
		McFarland Johnson, Inc.	1519
utions	525	Ross & Baruzzini	902
	710	RS&H	1008
	613	T.Y. Lin International	904
		Tetra Tech	511
		TranSystems Corporation	1012
Systems	1713	Woolpert	706
Systems America	1016		
		Construction	
		Aeroterm	823
	1807	Burke Gibson LLC	723
		CTS Cement Manufacturing Corporation	1908
		Hi-Lite Airfield Services, LLC	522
ator	610	Skanska	705
Support			
		Construction Management	
	421	Ghafari Associates	1517
ion & Communications Corp.	610	Hensel Phelps	412
Support	1222	Jacobs	1603
		Parsons	411
		Skanska	705
Support	610	T.Y. Lin International	904
		Design	
ngs	1813	AECOM	422
ervices, LLC	522	Aeroterm	823
		Arup	1422
		Burns & McDonnell	1217
		Corgan	1023
		DY Consultants	1025
	823	Evans Airport Solutions	525
Development	802	Fentress Architects	1417
	412	Gensler	1423
		Ghafari Associates	1517
		LEO A DALY	1612
	506	Parsons	411
	822	T.Y. Lin International	904
	1422	TranSystems Corporation	1012
	1217		
	1023	Pavement Restoration & Rehabilitation	
	1417	CTS Cement Manufacturing Corporation	1908
	1423	Ennis-Flint	1813
es	1517	Hi-Lite Airfield Services, LLC	522

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URETEK USA, Inc.	704	Argus Consulting	822
		Arup	1422
		GCR, Inc	1323
Program Management		Gensler	1423
AECOM	422	JRM Consultants & Investigations Co.	1921
DY Consultants	1025	Lea+Elliott, Inc.	1318
Jacobs	1603	McFarland Johnson, Inc.	1519
Lea+Elliott, Inc.	1318	Parsons	411
		RS&H	1008
Vibration Control		Runway Safe	1713
Veneklasen	1719	Tetra Tech	511
		TranSystems Corporation	1012
		WSP Parsons Brinckerhoff	1223
		CONSULTING AND MANAGEMENT	
		Acoustics	
Veneklasen	1719	Education	
		ACI-NA	211
		American Association of Airport Executives (AAAE)	1815
Air Service Development Consultants			
Data Base Products	1821		
OAG	703	Environmental Engineers & Consultants	
		Argus Consulting	822
		Enviro-access	1325
Airline Schedules Data		Landrum & Brown	803
Data Base Products	1821	Tetra Tech	511
OAG	703		
		Facilities Management	
Airlines		Airport Lounge Development	802
International Air Transport Association (IATA)	2008	EDI Electronic Data, Inc.	1117
		Evolis Inc.	819
Airports		Global ACI-ICAO AMPAP	2003
Burns & McDonnell	1217	Hensel Phelps	412
DFW Airport	2013	ISS Facility Services, Inc.	1122
DFW Airport Fire Training Research Center	1116	visitorM LTD	1902
Global ACI-ICAO AMPAP	2003	WerkMaster	1618
International Air Transport Association (IATA)	2008		
Ricondo & Associates	617	Financial Consultants	
Woolpert	706	Landrum & Brown	803
		The Global Exchange Group	229
Associations			
ACI-NA	211	Legal Services	
Airport Consultants Council	2002	JRM Consultants & Investigations Co.	1921
American Association of Airport Executives (AAAE)	1815		
International Air Transport Association (IATA)	2008	Management Consultants	
International Civil Aviation Organization (ICAO)	405	Airbiz Aviation Strategies Ltd.	1414
		Ricondo & Associates	617
Consultants			
Airport Consultants Council	2002		

EXHIBITOR DIRECTORY

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BY CATEGORY (as of 9/9)

es	1819	EQUIPMENT	
		400 Hz Ground Power	
		AERO Group	506
strategies Ltd.	1414	Cavotec Canada Inc	323
	1023	JBT Corporation	1703
	1025		
its	1417	Air Conditioning Systems	
n	803	Cavotec Canada Inc	323
	1612	JBT Corporation	1703
on, Inc.	1519	Twist Aero	1222
iates	617	Verde GSE, Inc.	1124
	1008		
		Aircraft Rescue and Firefighting	
		Rosenbauer	1820
ing			
LP	917		
ces, Inc.	1122	Airside/Apron Buses	
(ARINC)	1011	Cobus Industries LP	917
es		Automated People Movers	
strategies Ltd.	1414	ThyssenKrupp Airport Systems, Inc.	1725
work	1315		
	1825	Baggage Handling Equipment	
ces, Inc.	1122	Glidepath	329
er	1912	Smiths Detection	620
		ThyssenKrupp Airport Systems, Inc.	1725
Portation Consulting			
LP	917	Cleaning Equipment & Supplies	
	1318	WerkMaster	1618
es		Energy Conservation Systems	
Training Research Center	1116	Twist Aero	1222
Research Board - ACRP	328		
Government Entities			
I Aviation Organization (ICAO)	405	WerkMaster	1618
uation		FOD Detection Equipment	
ufacturing Corporation	1908	Varec, Inc.	1123
		Furniture	
		Arconas Corporation	1309
ation of Airport Executives (AAAE)	1815	Zoeftig	811
Training Research Center	1116		
AMPAP	2003	Passenger Boarding Bridges	
	1019	AERO Group	506

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JBT Corporation	1703	Thales ATM U.S.	613
ThyssenKrupp Airport Systems, Inc.	1725		
		Communications	
Signs & Displays		AeroMACS	1803
Ennis-Flint	1813	AtHoc, Division of BlackBerry	407
Four Winds Interactive	804	Black Box Network Services	513
LG Electronics USA, Inc.	909	Everbridge, Inc	1613
Parabit Systems	1721	FuelRod	1825
Park Assist	504	Monument Tracker	1912
		Ross & Baruzzini	902
		Saab	710
Terminal Equipment		Siemens Ruggedcom	1715
Epson America, Inc.	824	Telrad Networks	1802
Materna Information & Communications Corp.	421		
		Fiber Optic Infrastructure	
Ticket Counters		Black Box Network Services	513
Arconas Corporation	1309	Leidos	1409
Burke Gibson LLC	723	Leidos	1710
Epson America, Inc.	824		
Evans Airport Solutions	525	Flight Information Display Systems	
		Com-Net Software	1003
Voice Announcement		Four Winds Interactive	804
Com-Net Software	1003	Gentrack	1513
Simpleway, Inc.	1702	Infax, Inc.	916
		LG Electronics USA, Inc.	909
IT AND COMMUNICATIONS		NAVCANatm	717
Airport Automation Tools		OAG	703
AeroAscent	1806	Parabit Systems	1721
Brock Solutions	424	ProDIGIQ, Inc.	618
Concessionaire Analyzaer+	817	Rockwell Collins (ARINC)	1011
EDI Electronic Data, Inc.	1117	ServiceTec International, Inc.	1216
GCR, Inc	1323	Simpleway, Inc.	1702
PASSUR Aerospace	1611	SITA	1003
Quantum Secure, Part of HID Global	520		
Saab	710	Flight Tracking and Noise Monitoring Technology	
Simpleway, Inc.	1702	Harris	406
SSi	1019		
Thales ATM U.S.	613	Geographic Information Systems	
Varec, Inc.	1123	AECOM	422
visitorM LTD	1902	Woolpert	706
Collaboarative Decision Making Software		Ground Communications	
Harris	406	AeroMACS	1803
NAVCANatm	717	Pantel	1522
PASSUR Aerospace	1611	Telrad Networks	1802

EXHIBITOR DIRECTORY

TOR DIRECTORY

BY CATEGORY (as of 9/9)

ms	1806	Rockwell Collins (ARINC)	1011
	1806	SITA	1003
company	903	Unisys	510
	919		
	1003	Telecommunications	
alyzer+	817	AeroMACS	1803
c.	824	Black Box Network Services	513
	1513	Pantel	1522
	916	Siemens Ruggedcom	1715
A, Inc.	909	SITA	1003
r	1912	Telrad Networks	1802
	618	Veneklasen	1719
tional, Inc.	1216		
	510	Wireless Application Providers	
		Siemens Ruggedcom	1715
		visitorM LTD	1902
company	903		
	919	PASSENGER TERMINAL CONCESSIONS	
BlackBerry	407		
, Inc.	313	Advertising Services	
	424	CNN Airport Network	1315
alyzer+	817	Daktronics	526
ts	1821	OpticWash	611
a, Inc.	1117		
	1613	Duty Free	
ctive	804	Aer Rianta International	1907
	1323		
	1513	Entertainment	
ce	1611	CNN Airport Network	1315
	618	OpticWash	611
Part of HID Global	520		
	1819	Financial and Travel Related Services	
	1616	Euronet USA	1918
	1123	Skyroam Inc.	427
		The Global Exchange Group	229
on	1806	Food and Beverage	
company	903	Aeroports De Montreal	1906
	919	Airport Lounge Development	802
, Inc.	313	HMSHost Corporation	1202
	916	Hojeij Branded Foods	1503
	1409	Hudson Group	1303
	1710		
	717	Ground Transportation	
	1522	Indigo Park Canada, Inc.	1707

BY CATEGORY (as of 9/9)

News/Gifts			
Hudson Group	1303		
Parking			
Indigo Park Canada, Inc.	1707		
Park Assist	504		
Parking Systems & Equipment			
DoorKing, Inc.	1524		
Genetec	1814		
Indigo Park Canada, Inc.	1707		
Park Assist	504		
RezPort, Inc.	1819		
Publications			
Airport Improvement Magazine	430		
Rental Cars			
Enterprise Holdings	913		
Specialty Retail			
Burke Gibson LLC	723		
FuelRod	1825		
Hudson Group	1303		
OpticWash	611		
RDG Concessions, Inc.	413		
Skyroam Inc.	427		
Telephone and Internet Services			
Skyroam Inc.	427		
SECURITY			
Access Controls			
Ameristar Perimeter Security	1425		
Axis Communications	428		
Birdi & Associates, Inc.	313		
DoorKing, Inc.	1524		
Evolis Inc.	819		
Genetec	1814		
Kaba	605		
Materna Information & Communications Corp.	421		
Tyco Integrated Security	725		
Checkpoint			
Kaba	1303		605
Smiths Detection			620
Trackforce			1616
Explosives Detection Systems			
Smiths Detection			620
Fencing			
Ameristar Perimeter Security			1425
Security/Safety			
Airport Consultants Council			2002
AtHoc, Division of BlackBerry			407
Axis Communications			428
Everbridge, Inc			1613
Evolis Inc.			819
Genetec			1814
Harris			406
JRM Consultants & Investigations Co.			1921
Kaba			605
Leidos			1409
Leidos			1710
Parabit Systems			1721
Quantum Secure, Part of HID Global			520
Ross & Baruzzini			902
SSi			1019
Trackforce			1616
Tyco Integrated Security			725
Unisys			510



ICAO

Global ACI-ICAO
Airport Management Professional
Accreditation Programme (AMPAP)

The Global ACI-ICAO Airport Management Professional Accreditation Programme (AMPAP) seeks to develop airport managers through a curriculum that covers all functional aspects of the airport business in key areas such as operations, safety, security, finance, commercial management and airport planning and development. The AMPAP curriculum consists of 4 mandatory and 2 elective courses and emphasizes adherence to uniform standards and recommended best industry practices, while facilitating a cross-cultural learning environment for its participants.

Since the launch of AMPAP in 2007, the entry course, "Air Transport System" has been conducted multiple times across the globe, attracting an active community of airport managers from all continents. AMPAP proudly recognizes its graduates who bear the International Airport Professional (IAP) designation.

www.iap.aero

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INTERNATIONAL
AIRPORT
PROFESSIONAL

Global ACI-ICAO
Airport Management Professional
Accreditation Programme (AMPAP)
2016 Graduating Class

Graduation Ceremony
September 27, 2016
Montreal, QC, Canada



ICAO

Message from the Programme Executive



Pierre Coutu, A.A.E., Ed.D.
Programme Executive
Global ACI-ICAO AMPAP

Across all Regions, AMPAP Consolidating Airport Management as a Profession

We would like to believe that when AMPAP was launched in 2007, it triggered the beginning of a new generation of airport executives. In fact, numerous graduates refer to their journey through the Programme courses as enabling, game changing.

In over 100 countries, airport organizations have been paying attention and AMPAP has become more than a requirement, not just nice to have, because it is the very people, those enablers behind the best practices, procedures, applications and infrastructure who ultimately improve and optimize their organizational performance from the decisions they make.

Over the years, we notice AMPAP quietly building foundational airport management personnel and augmenting the skillsets of the more experienced, all of whom are largely proactive. Their professional enhancement ensure better quality decision making and actions that put them ahead of the game and stand them out among peers, from within, regionally and globally. Making those well-defined, actionable strategy for their airport, whether their ways may be disruptive or transformational, ultimately, they provide improved added value.

From those of us who work behind the scenes, to the instructors on the frontline, to the AMPAP Premier Sponsor, SITA, we are all equally proud to contribute to the success of all AMPAP graduates. This more than meets our expectations.

Congratulations to the 2016 graduates!

Graduating Ceremony **Platform Party**

Pierre Coutu, A.A.E., Ed. D. Programme Executive, Global ACI-ICAO AMPAP

Angela Gittens Director General, ACI World

Meshesha Belayneh Acting Chief, Global Aviation Training, ICAO

Catherine Mayer Vice President, SITA

AMPAP 2016 GRADUATES – IAPs



Laila Mohsin Faraj Al Ameri

VP Financial Strategy & Treasury, Abu Dhabi Airports Company, Abu Dhabi, UAE

AMPAP is the best educational tool for airport professionals. It provides the required professional experience in international airports in a more practical and simulated environment. Class diversity and networking are the main advantages of AMPAP.



Mohammed Naser Al Hattali

Head of Projects, Abu Dhabi Airports Company, Abu Dhabi (UAE)



Mohammad Yousif Al Hosani

Senior Manager Material & Logistics, Material Management & Logistics, Abu Dhabi Airports Company, Abu Dhabi (UAE)

The AMPAP program brought me to a new level of professionalism where I met some of the best airports professionals from around the globe. The courses are detailed with loads of clear, neatly organized materials to read. Indeed a wonderful and empowering experience! The AMPAP program brought me to a new level of professionalism where I met some of the best airports professionals from around the globe. The courses are detailed with loads of clear, neatly organized materials to read. Indeed a wonderful and empowering experience!



Sara Al Nooryani

HR Business Partner – Operations, Abu Dhabi Airports Company, Abu Dhabi (UAE)



SK Ahilya

Asst General Manager (CNS), Hubballi Airport, Airports Authority of India, India

I am very happy to have earned my IAP.



Ola Nwagu Akaose

Accounting Manager, Sr., Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, Georgia, USA

Attend to your determination; it will call up to action your army of strength when all else fails.

AMPAP 2016 GRADUATES – IAPs



Maurício Alfredo

Director, Aeroportos de Moçambique, EP., Maputo, Mozambique

Belief and perseverance create success. You can be anyone, from any part of the world and AMPAP has the power of transforming you into a top professional in the aviation industry.



Amjad Almajdoubeh

Director of CEO Office, Airport International Group (AIG), Queen Alia International Airport (QAIA), Amman, Jordan

AMPAP enabled me to understand and to get into the aviation industry in a fast and professional manner. The diversity and expertise of colleagues from all over the world added to my knowledge and provided me with a valuable experience. I highly recommend the programme to be taken by all.



John Quacoe Amedior

Deputy Managing Director, Ghana Airports Company LTD., Accra, Ghana



Asrori Mochamad

Aviation Marketing, PT Angkasa Pura I (Persero), Indonesia

Taking a role as a strategic decision maker in airport operator demands for sharp insight, especially in the aviation industry. Through the AMPAP programme, creating new business to boost our commercial performance has never been so challenging, yet exciting for me.



Cynthia Avakian

Director, Contracts, San Francisco International Airport, San Francisco, CA, USA

The AMPAP Programme provided me a broad range of information about the aviation field which has already helped me in my professional development. I appreciate having being able to attend and I have recommended the Programme to others in our organization.



Emmanuel Baah

Marketing Manager, Airports Authority of Trinidad and Tobago, Port of Spain, Trinidad W.I.

AMPAP 2016 GRADUATES – IAPs



Alrene Richards Barr

Director of International Business, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, Georgia, USA

The rigorous AMPAP coursework proved to be the ultimate tool in preparing me to master the myriad of responsibilities and details of the dynamic and ever-expanding aviation industry.



João Luís F. Batista

Airport Operations Officer, Faro, ANA - Aeroportos de Portugal S.A., Faro, Portugal

AMPAP is an exceptional training program, essential to all those who wish to acquire more knowledge about airport management. The network I developed throughout the program also resulted in a gain, because after concluding the programme we still can share knowledge and best practices between each other.



Bryan Benefiel

Director of Financial Planning & Analysis, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, Georgia, USA

AMPAP has been an enlightening journey. At once foundational and forward looking in its scope; it has provided exposure to an extensive knowledge base and a worldwide network of airport professionals. I highly recommend it.



Pedro E. R. Bettencourt

Operations Manager, ANA – Aeroportos de Portugal, SA, Faro, Portugal

One of best courses I have attended, very challenging.



Manoj Kumar Bimal

Airport Director, Airports Authority of India, Mumbai, India

The entire curriculum was well organized, collaborative, knowledgeable and effective with a global orientation which provided deep insight into the micro and macro perspectives of airport management; specifically, customer oriented airport planning and safe-secured operation with financial proficiency.



Travis Brown

Manager, Parafield, Adelaide Airport Limited, Adelaide, Australia

The AMPAP course provided invaluable networking opportunities and insight into worldwide aviation issues and solutions. The learnings from the course will be of lifelong benefit to my aviation career and being part of the IAP community means that the opportunity for development never ends.

AMPAP 2016 GRADUATES – IAPs



Vivica M. Brown

Assistant General Manager, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, Georgia, USA

I am both honored and humbled to be part of such an exclusive group of airport professionals.



Oktay Cetintas

Head of Passenger and Terminal Operations, EuroAirport – Basel Mulhouse, Basel, Switzerland

The e-learning tool was a great opportunity to meet aviation colleagues worldwide. Although challenging, I enjoyed the lessons and the learning method. I am proud to be a part of a group of aviation experts and to hold the IAP. I highly recommend to all my colleagues to participate.



V.B. Chandrakumar

General Manager (Finance), Airports Authority of India, India



Manoj Chansoria

Airport Director, Indore, Airports Authority of India, Indore, India

An amazing journey through the world of aviation. A great learning experience.



Luke Clasener

Operations Manager, Hobart International Airport Pty Ltd., Hobart, Tasmania

After starting the program in 2014, it has been a long and insightful journey that has enhanced my passion for this industry. The lessons I have learnt will inspire me for the future, while the fantastic people I have met will continue as valued friends for years to come.



Matthew James Cocker

Head of Operations, Hobart International Airport Pty Ltd, Hobart, Tasmania

Education is the best provision for old age!

AMPAP 2016 GRADUATES – IAPs



Roosevelt Council, Jr.

Interim Airport General Manager, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, Georgia, USA

Coming into the aviation arena as a novice a few years back, AMPAP has afforded me knowledge that will serve me professionally and personally. The people I've met along the way is an added bonus!



Vincent Paul Dancho

Vice President Operations, Winnipeg Airports Authority Inc., Winnipeg, MB

AMPAP has been an excellent way to interact and exchange best practices with airport professionals around the world. It has come at the best possible moment in my career. It has been an invaluable way for me to become knowledgeable on the best practices and future opportunities for our industry.



Aaron L. Davis

Senior Asset Manager, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, Georgia, USA

Earning my IAP has been the greatest accomplishment of my career. AMPAP provides a well-defined, holistic approach to airport management. I take great pride in being a part of such a prestigious group of aviation professionals.



Alan Dugan

Assets and Projects Manager, Northern Territory Airports Pty Ltd. / Darwin International Airport, Darwin, Australia



Richard L. Duncan

Assistant General Manager, Public Safety and Security, Hartsfield-Jackson Atlanta International Airport, Atlanta, GA, USA

This has been a worthwhile journey. I'm glad I made it!



Eleni Saltourides Elling

Senior Financial Manager, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, Georgia, USA

AMPAP was a great opportunity to improve my professional knowledge. By sharing priceless experiences with other airport professionals from different parts of the world, AMPAP has extended my insights in the industry. I appreciate the benefits it has brought to my career and I recommend AMPAP to all airport professionals.

AMPAP 2016 GRADUATES – IAPs



Fong Hio Kin, Eric

Director of Marketing Department, Macau International Airport Co. Ltd. (CAM), Taipa, Macau

The AMPAP programme is truly enlightening. It is comprehensive and gives a broad understanding of the aviation industry. The content illustrates today's challenges and perspective requirements to enhance airport operations. I highly recommend this program to all aviation enthusiasts, it is definitely beneficial and inspirational to all airport leaders.



Jane Foyle

Senior Director, Airport Operations and Facilities Management, Aviation Strategies International, Montreal, QC, Canada

The ACI-ICAO AMPAP accreditation is a must for anyone wanting to pursue a successful career in airport management. It forces collaboration amongst professionals from different countries, cultures and time zones. A true reflection of our industry and its global reach!



Ryan D. Frost

Director of Airport Operations, City of Naples Airport Authority, Naples, Florida

Very pleased to be part of the AMPAP team! Looking forward to putting the knowledge I have gained to good use.



Clay Garnett

Airport Program Manager, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, Georgia, USA



Devendra Kumar Gautam

Airport Director, Jammu, Airports Authority of India, India

I feel immense pleasure in completing this highly-specialised course in a short duration of time. I will utilize the knowledge and skills gained; it enhances my professional duties and responsibilities with focus on organisational growth.



Paul Andrew Gerrety

Manager, Airport Properties - Business Development, Jacksonville Aviation Authority, Jacksonville, USA

AMPAP is an outstanding program that has afforded me an unobstructed global perspective, a deeper appreciation for the industry, an invaluable network of international colleagues and ultimately a refined confidence to continue growing professionally to maximize my contributions to the advancement of the airport industry.

AMPAP 2016 GRADUATES – IAPs



Catrina T. Gilbert

Risk Manager, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, Georgia, USA

It has been an honor to participate in AMPAP and form bonds with aviation professionals around the globe. I am also proud to have earned my IAP designation with fellow team members here at ATL.



Anoop Kumar Gupta

Airport Director, Porbandar Airport, Airports Authority of India, India

The AMPAP Programme has enhanced my professional knowledge and broadened my vision with global best practices. AMPAP has better placed me in facing challenges through acquired knowledge and best practices. I congratulate the programme founders for preparing such a useful programme.



Han Ying Feng, Jennifer

Deputy Director, CAM - Macau International Airport Co. Ltd, Taipa, Macau

This kind of learning is quite valuable for me. The related knowledge and experience will give me much help in my future work.



Stephen Harold

Senior Aviation Property Manager, Miami International Airport, Miami, FL, USA

AMPAP has been essential to build leadership and strategic management skills. The course gave an opportunity to learn from the experiences of other aviation practitioners while helping to fine tune my own perspective on issues and the different options to determine possible solutions. I highly recommend the program to all aviation professionals.



Greg Hegarty

Senior Vice President - Finance, Business Operations, Denver International Airport, Denver, CO, USA

Having been in the aviation industry and in a variety of leadership roles for over 27 years, the AMPAP program provided me a greater appreciation for the complexity and collaboration needed by all stakeholders to successfully deliver a safe, secure and customer oriented transport system, well done!



Brian J. Hennessey

Assistant Director - Planning & Environmental, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, Georgia, USA

I am extremely grateful to the Executive Team at Hartsfield-Jackson Atlanta International Airport for allowing me the opportunity to earn the IAP designation. I look forward to putting its teachings into practice throughout my career.

AMPAP 2016 GRADUATES – IAPs



Eric S. Hiraga

President/Chief of Staff, Denver International Airport, Denver, CO, USA

AMPAP has equipped me with the knowledge to make sound policy decisions based on industry best practices, a firm understanding of international standards and regulatory requirements, and sound advice from peer executives I met through the program.



Raymond Hooke

Airside Operations Manager, Belfast City Airport, Belfast, United Kingdom

AMPAP has allowed me to acquire a unique insight into the diverse range of complex and interrelated issues that impact the global air transport system. It is an excellent professional development programme led by a highly capable team.



Hoover Gaohong Hu

Head of Air Traffic Services Division, Macau Airports Administration Company Limited, Macao SAR, China

By applying what we had learnt through AMPAP Program and having shared all those excellent experiences from other participants around the world, we can quickly be moving up to perform high-level management tasks in aviation business.



Augustus L. Hudson

Director of Emergency Management and Communications, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, Georgia, USA

The AMPAP Programme has increased my knowledge, experience, and confidence in managing aviation operations on a national and international platform. I highly recommend that aspiring aviation leaders complete the AMPAP Programme.



Michel Miky Hyman

Director Operation Division, Princess Juliana International Airport Operating Company N.V., Saint Maarten

The future belongs to those who believe in the beauty of their dreams.



Laine Inacio

Airport Manager, Aeroportos de Moçambique, EP, Maputo, Mozambique

In my AMPAP course, I most appreciated the Airport Operations Safety and Security module, because it provides airport managers with valuable standards, aiming at conducting airport operations with reasonable hazard risk management.

AMPAP 2016 GRADUATES – IAPs

Praveen Kumar Jain

DY. General Manager, Airports Authority of India, New Delhi, India

This course is very useful, particularly for me as I have to deal with different types of issues while working with the Chairman of the Airports Authority of India.

Martin James

Project Leasing Manager, Adelaide Airport Limited, Adelaide, Australia

Maurice W. Jenkins

Director Information Systems and Telecommunications, Miami Dade Aviation Department, Miami, FL, USA

AMPAP has set the bar for professional education for aviation professionals. That in conjunction with the professional relationships that you gain are invaluable. This program is a must for current and future aviation leaders.

Vishnu Mohan Jha

General Manager-Head Operations, PT GVK Services Indonesia, Indonesia

I found AMPAP to be very well structured, with interesting, easy-to-follow content. The AMPAP Programme greatly enhanced my professional knowledge and broadened my insights in the aviation industry through learning and sharing valuable experiences with airport professionals. I highly recommend AMPAP to all airport professionals worldwide.

David L. Jones

Director, Facilities, Jacksonville Aviation Authority, Jacksonville, FL, USA

My military flying experience taught me about aviation. Pursuit of a master's degree fortified my management and business expertise. While these were extremely important and built a foundation for me, AMPAP was THE gateway into working with worldwide aviation professionals seeking knowledge. Pointed real-world training for future aviation experts.

Anja Kagerer

Controller (finan.), Flughafen München GmbH (Munich Airport), Munich, Germany

AMPAP confirmed to me that I am working in one of the most fascinating industries of the world. Now I understand the relationships between all stakeholders, their needs and goals and the need of a systemic thinking. The best part is the cross-cultural collaboration and my new friends worldwide.

AMPAP 2016 GRADUATES – IAPs

Dharmendra Kumar Kamra

General Manager (Engg.), Airports Authority of India, New Delhi, India

AMPAP has enhanced my knowledge to be a complete Airport Management Professional and achieve my organization's mission and vision. It has covered all segments of international airport management and best practices.

Raj Kumar Khanagwal

Jt. General Manager (Law), Airports Authority of India, New Delhi, India

After completing this Programme, I can understand how over the years airports have turned into the private business entities with professional management. The concept of "We don't care" has changed to "We Care" and if one is to survive it has to focus on the customers and control the prices at the airport to compete with other airports.

Kou Ngon Seng

Director of Infrastructure Development Department, CAM - Macau International Airport Co. Ltd., Taipa, Macau

The AMPAP Programme greatly enhanced my professional knowledge and broadened my insights in the aviation industry by sharing valuable experiences with airport professionals coming from different fields of the sector.

Dharmendra Kumar

Assistant General Manager (IT), Airport Authority of India, New Delhi, India

AMPAP course is a way of creating a civil aviation 'think tank' to deliver quality standards worldwide.

L. Kupplingam

JT General Manager - Finance, Airports Authority of India, Chennai, India

The AMPAP programme greatly enhanced my professional knowledge in the aviation sector. It also helped to share and exchange views with other professionals coming from various countries in the face-to-face and online courses.

Franco Hok Meng Kwan

Deputy Director, Logistics and General Aviation Development Department, CAM - Macau International Airport Co., Ltd., Macau

No pain no gain. Everything you have learned of value is locked inside you. Whatever blocks you face, you have learned that there is a way over, around or through them.

AMPAP 2016 GRADUATES – IAPs



Dave LaPorte

Senior Vice President of Airport Operations, Denver International Airport, Denver, CO, USA

AMPAP has provided a world-class education with respect to aviation. I am proud to be associated with such a professional organization.



Christopher Louis Madura

Contract Manager Rental Car Center CONRAC, Hartsfield Jackson Atlanta International Airport (ATL), Atlanta, GA, USA

AMPAP was the most comprehensive and interactive airport experience to date. It greatly enhanced my professional development within the aviation industry and provided me the opportunity to work with a network of aviation professionals worldwide. Today, I am better prepared to meet the demands of the ever changing aviation industry.



Tobias Markert

Chief Operations Officer, Curaçao Airport Partners N.V., Curacao, Netherlands



Eric L.E. Martijn

Safety, Security Compliance & Training Manager, Aruba Airport Authority, Aruba, Netherlands

Attending the AMPAP course was a tremendous tool for me to evaluate my aviation knowledge and at the same time enhancing/gathering knowledge. Another positive point of this training is the networking with other airport colleagues.



Alfred Roy McDonald

Senior Director, Commercial Development & Planning, Airports Authority of Jamaica, Kingston, Jamaica

AMPAP promised much and delivered much! It provided the theoretical construct, and nurtured an environment where we could network with other airport professionals in developing strategic responses to questions and challenges faced in our respective airports. I recommend AMPAP to anyone who wishes to strengthen their knowledge and competencies in airport management.



Paul McFarlane

Airport Operations Manager, Toll Remote Logistics, Christmas Island, Western Australia

Becoming an IAP is such an honour and it is the exciting next chapter in my airport management career.

AMPAP 2016 GRADUATES – IAPs



Sridhar Kumar Mallick

Jt. General Manager (CNS), Airports Authority of India, India

AMPAP provides me detailed insights in the aviation industry which is very useful for effective airport management. I have learnt industry best practices which are being implemented in the world's best airports. Keeping in mind the benefits I have received from this course, I strongly recommend AMPAP.



Kailash Chander Meena

Asstt. General Manager (Engg. -E), Airports Authority of India, India

After going through AMPAP, I have updated myself with best practices being followed worldwide in the areas of airport operations, security, financing, customer services and communication. I have updated my knowledge about regulatory practices being followed internationally.



Kym Meys

General Manager Planning and Approvals, Perth Airport Pty Ltd., Perth, Western Australia

The AMPAP Program has strengthened my airport and aviation knowledge, introduced me to many great people and has also given me an excellent foundation for my management career.



Prabhaker Misra

Airport Director, Airports Authority of India, Agra, India



Kenosi Norman Mokolobate

Senior Programme Manager, Airport Company South Africa (ACSA), Johannesburg, South Africa

The AMPAP programme transformed my career and broadened my understanding of the aviation industry as well as widening my professional network. I would highly recommend the AMPAP programme to anyone in the aviation industry.



K. Nagaraj

Joint General Manager (HR), Airports Authority of India, New Delhi, India

The curriculum of AMPAP is designed in such a way that you have to go through the modules at regular intervals in order to complete your assignments and final exam. Being an HR professional, I am proud to acknowledge that AMPAP has given me a complete overview of airport operations.

AMPAP 2016 GRADUATES – IAPs



Safeena Najar

Asst. General Manager (Engg-Civil), Airports Authority of India, Nagpur, India

I now have more confidence to handle any stream of airport management and I am eager to take on new challenges. My IAP will help with infrastructure development projects, which needs to be taken up at a quick pace in the Indian aviation sector. Thank you for nominating me for AMPAP.



Paullin Naidoo

Manager, Airfield Services, Airports Company of South Africa, East London, Eastern Cape, South Africa

AMPAP gives you a comprehensive insight into the aviation industry and the privilege to interact with various industry professionals and steer you away from the group mentality to a more innovative and "out of the box" thinking approach.



Naiyapakorn Mike Nakornkhet

Director, Financial Planning and Analysis, San Francisco International Airport, San Francisco, CA, USA

The most valuable tool for professionals in the aviation industry is its professional network. AMPAP has afforded me the opportunity to expand my network to all corners of the world. I hope to continue the collaborative learning experience with my AMPAP colleagues throughout my career.



M. Natarajan

Deputy General Manager (HR), Airports Authority of India, India



Olivia de Campos Pereira Nunes

Deputy Director of Legal Department, Macau International Airport Co. Ltd. (CAM), Taipa, Macau

If you try, you may succeed. If you don't try, you may never succeed.



Stephanie Nneka Okonkwor

Assistant Chief Commercial Officer, Federal Airports Authority of Nigeria, Ikeja, Lagos, Nigeria

The AMPAP programme has given me such confidence in my job. It has confirmed my views that with faith in God, determination and hard work any goal is achievable. With so many insights gained, now I can do my job the way it ought to be done.

AMPAP 2016 GRADUATES – IAPs



Mohammed A. Osman

Chief of Aviation Real Estate Management & Development, Miami-Dade Aviation Department, Miami International Airport, Miami, FL, USA

AMPAP was the most effective and professional strategy to retain and strengthen my airport's performance and development because it offers me a unique context to optimize my knowledge and expand my skills while acquiring an international support network with the highest professional standards and best practices across many cultures.



Lourdes Paredes Morrison

Independent Consultant, Panama, Republic of Panama

It is very important for Human Resources executives to understand the aviation industry as well as the role that all airports administrators have to educate their staff and employees working in this industry in order to achieve excellence in service and planning for a high-calibre airport.



John J. Pokryfke

Airport Manager, Airside Operations, Broward County Aviation Department, Fort Lauderdale-Hollywood International Airport, Dania Beach, FL, USA

The AMPAP programme has enabled me to expand my aviation knowledge to include a global perspective.† It has allowed me to interact with other aviation professionals in the world and establish new relationships.† I highly recommend AMPAP to all engaged in airport management.



Muhammed Kasim Puthalam

Asst. General Manager (Engg-Civil), Airports Authority India, Belgaum, India

AMPAP has given me an opportunity to improve my international knowledge about aviation. I am grateful to all instructors for providing knowledge about operations, safety, security, etc. and I am thankful to my colleagues from various countries. I completed the AMPAP course successfully thanks to my instructors.



J.T. Radha Krishna

Airport Director, Mangalore, Airports Authority of India, Mangalore, India

AMPAP is a course for airport officers to become a complete airport management professional. It is very good for organisations like AAI.



Surampudi Venkata Trimurthy Dhanamjaya Rao

Joint General Manager Engg. (E), Airports Authority of India, India

AMPAP is the most useful and detailed programme in for beginners and veterans. It helped me understand about global aviation best practices. AMPAP gave me an opportunity to understand the SARPs and regulations at a macro level and provided me the skills to lead airports more professionally.

AMPAP 2016 GRADUATES – IAPs



Michèle Raymond

Chief Aviation Properties, Miami-Dade Aviation Department, Miami, FL, USA

The AMPAP program was a tremendous experience which not only educated but inspired a vision for the future and laid the foundation and illuminated the pathways for achievement.



Shannon Rudd

Corporate Secretary, Airports Authority of Trinidad and Tobago, Trinidad, W.I.



Rakesh Ranjan Sahay

Airport Director, Bagdogra, Darjeeling, Airports Authority of India, India

The AMPAP has given me totally new insight into my workplace. I have a much better appreciation of my industry and I have many new ideas and have learnt a lot of useful tools and skills.



Dilip Murlidhar Sajani

Airport Director, Rajkot, Airports Authority of India, Rajkot, India

The Airport Management Professional Accreditation Programme has considerably improved my practical skill set of handling different aspects of airport management which includes: security, planning, customer satisfaction, commercial, airline operations, fire control and rescue operations and the operations of an airport as a whole.



Steven Schultz

Director, Information Technology, Jacksonville Aviation Authority (JAA), Jacksonville, FL, USA

I am looking forward to contributing to the industry with the knowledge and support of this professional community.



Vinod Kumar Sharma

Airport Director, Vishakhapatnam, Airports Authority of India, India

AMPAP 2016 GRADUATES – IAPs



Andreia M. Madeira Simões

Projects Coordinator, Aeroportos Brasil Viracopos S.A., Campinas - São Paulo, Brasil

AMPAP provided me further insight on airport administration and operations and allowed to meet with great sector professionals in a very challenging and rewarding manner. It allowed me to grow in the aviation sector and provided with tools to go even further; always passionate and providing good service.



Balwant Singh

Jt. General Manager (Finance), Ahmedabad. Airport Authority of India, India

The AMPAP course is a very good course and the course material is excellent. The AMPAP programme has really increased my managerial skills and knowledge about the global aviation industry.



Sanjeev Kumar Singh

Airport Director, Jodhpur and Jaisalmer, Airports Authority of India, India

AMPAP is a really excellent programme and it works. After doing this course as an Airport Director in Jodhpur I have utilised what I was taught and obtained a marvelous jump in the non-aeronautical revenue of this airport.



Lynn Smith

Director of Real Estate, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, GA, USA

Congratulations to everyone - a great personal and professional investment in your future!



Anoop Chandra Srivastava

Airport Director, Jabalpur Airport, Airports Authority of India, India

Use your education/knowledge for upliftment of the poor.



Taji E.C.

Airport Director, Tuticorin Airport, Airports Authority of India, India

During my 28 years in aviation I have undergone different trainings but AMPAP was totally a different experience. It has changed my outlook, aided me in quick and effective decision making which enhanced my confidence and improved my communication skills; all of which are essential for an Airport Director.

AMPAP 2016 GRADUATES – IAPs



Jaimi G. Tapp

Director of Strategic Planning, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, Georgia, USA

The function of education is to teach one to think intensively and to think critically. Intelligence plus character - that is the goal of true education. (Martin Luther King, Jr.)



Jamilia Nicole Tanner

Assistant Director - Aviation Maintenance, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, Georgia, USA

The curriculum of the AMPAP Programme was really exciting and challenging. It allowed me to develop in-depth knowledge and integrate an international approach of the aviation industry. Because of AMPAP, I'm a stronger airport professional and leader. My sincere gratitude!



Naing Aung Thein

Executive Engineer, Yangon Aerodrome Company Limited, Yangon, Myanmar

Having been involved in the airport industry as an executive, I see AMPAP as the opportunity for us to make tremendous strides in the aviation field. Successful completion of AMPAP has provided me with the opportunity to broaden my career horizons.



Panagiota Therrios

Risk and Compliance Manager, Adelaide Airport, Adelaide, Australia

As a new participant in the aviation sector, I found AMPAP to be an incredibly valuable program providing a comprehensive overview of Airport Management. The global approach and opportunity to work with and learn from colleagues worldwide makes the learning experience all the more dynamic and beneficial.



Yuanhung Ting

Deputy Manager, Business Planning & Marketing Department, Taoyuan International Airport Corp. Ltd., Taiwan

AMPAP has definitely enriched and broadened my views toward the international aviation and airport management industry. It has been a stepping stone towards enhancing the development of my airport career.



G.K.Venugopal

General Manager (CNS), Airports Authority of India, Bengaluru, India

AMPAP broadened my knowledge and perception about airport management. It teaches you about all the areas of airport operations. I started appreciating the roles and expectations of all the stakeholders in the airport. It helped me to adopt a collaborative approach in all my decision making.

AMPAP 2016 GRADUATES – IAPs



K. Vijaya

Asstt. General Manager (Engg Civil), Chennai Airport, Airports Authority of India, India

The AMPAP programme widened my view of the aviation industry and also enhanced my professional knowledge by sharing the experiences with airport professionals from different fields. AMPAP is the best course that shares knowledge about the aviation industry,



Ram Dular Vishwakarma

Joint General Manager (Finance), Airports Authority of India, Mumbai, India

It was a great experience learning airport management in an international environment. I especially enjoyed the Airport Communications and Public Relations course. As an IAP, I hope to contribute more to my organization as an expression of my gratitude.



Vu Pui Ming, Nelson

Administration & Finance Director, ADA - Administration of Airports Limited, Taipa, Macau

The AMPAP programme was an amazing learning experience. The diversity of the syllabus increased my knowledge and ability in understanding and making decisions in this dynamic and complex aviation industry. I strongly believe that the AMPAP programme represents an excellent opportunity for participants to develop new ways of aviation thinking.



Kimberly Foster Wade

Director of Operations, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, GA, USA

Learning is limitless.



Sunil Kundlik Waghmare

Deputy General Manager (Engg.-Elect.), Airports Authority of India, Ahmedabad, India

The syllabus of the face-to-face as well as the online courses was excellent and useful in my day-to-day work at the airport. During the course I exchanged knowledge with participants from all around the world.



Dialis Burke Wheeler

Aviation Chief, Miami-Dade County Aviation Department, Miami, FL, USA

With sheer will and determination all things can be accomplished.

AMPAP 2016 GRADUATES – IAPs



Myrna M. White

Director, Office of Public Affairs, Hartsfield-Jackson Atlanta International Airport (ATL), Atlanta, GA, USA

My appreciation for and knowledge of the aviation world was respectable before AMPAP. However, my participation in the AMPAP program took my global perspective to an entirely new level. What a career-altering, life-changing experience!



Karen Wright

Airport Operations Supervisor, Miami International Airport, Miami, FL, USA



Tony, Chung-Li Yu

Manager, Business Department, Taoyuan International Airport Co. Ltd., Taiwan

AMPAP is a very good opportunity to meet more aviation professionals and friends. This program definitely broadened my horizons in the aviation and airport management industry.



Yvonne Phumelele Zwane

Senior Manager Operational Governance, Airports Company South Africa, Johannesburg, South Africa

The AMPAP program has augmented my love and respect for aviation. Every part of this journey has kept me engaged and looking forward to the next module. AMPAP is a practical empowering course that will only guarantee my journey as a value adding, standards elevating aviation professional.

AMPAP 2016 GRADUATES – Associates



Francisco M. Medela Alonso

Industry Affairs Manager, Airport Council International - Latin America & Caribbean (ACI-LAC), Panama City, Panama

The AMPAP Programme have allowed me to enhance my professional knowledge with a better understanding of the systemic view of the air transport system and gave me the opportunity to share experiences with airport professionals from all over the world.



Jihad Boueri

Vice President - Airports, Middle East, India & Africa, SITA, Beirut, Lebanon

Working for SITA that aims to transform the Air Transport Industry Through Technology, the AMPAP experience allowed me to understand the major challenges, experience & pain points of an airport. I recommend AMPAP for the people working in Air Transport Industry as it gives a wide understanding of the Airport eco-system.



Daniel De Cruz

SITA, Switzerland



Pradeep K D Kaimal

Business Manager (SITA Global Services), SITA, Singapore

The AMPAP Programme has helped me to put my aviation-related Information Technology experience into perspective. By providing strategic insight in to the airports and aviation industry, it helps me to provide my customers with solutions & services which are not only technically sound but aligned with their business needs.



Melisa Monje

Manager, Global Training, ACI World, Montreal, QC, Canada

Throughout the AMPAP Programme, I was able to apply on the job examples and incorporate the lessons learnt in my daily tasks to better understand the aviation industry as a whole and more specifically the operating intricacies within an airport environment.



Adonis Hassib Succar

Business Development Senior Manager, Airports, SITA, Dubai, UAE

The AMPAP programme gave me the chance to be a better contributor in the team I work with and even my conversations with my customers has changed; I am speaking their language now and I feel more confident. I am recommending AMPAP to my colleagues and my customers as well.

*Congratulations to the
2016 graduates!*



INTERNATIONAL
AIRPORT
PROFESSIONAL

Global ACI-ICAO AMPAP Yearbook

The AMPAP Community

Represented in 101 Countries to Date

- Afghanistan
- Armenia
- Aruba
- Australia
- Austria
- Bahamas
- Belgium
- Bermuda
- Bosnia and Herzegovina
- Botswana
- Brazil
- Burkina Faso
- Burundi
- Cambodia
- Canada
- Cape Verde
- Cayman Islands
- Chile
- China
- Chinese Taipei
- Colombia
- Democratic Republic of the Congo
- Cook Islands
- Côte d'Ivoire
- Croatia
- Dominican Republic
- Ecuador
- France
- Gabon
- Gambia
- Germany
- Ghana
- Greece
- Guam
- Guinea
- Guyana
- Honduras
- Hong Kong
- India
- Indonesia
- Iran (Islamic Republic of)
- Iraq
- Ireland
- Italy
- Jamaica
- Japan
- Jordan
- Kenya
- Lao People's Democratic Republic
- Latvia
- Lebanon
- Liberia
- Lithuania
- Macau
- Macedonia
- Malaysia
- Maldives
- Mali
- Malta
- Marshall Islands
- Mexico
- Mozambique
- Myanmar
- Nepal
- New Zealand
- Niger
- Nigeria
- Norway
- Oman
- Panamá
- Peru
- Puerto Rico
- Philippines
- Poland
- Portugal
- Republic of Korea
- Romania
- Russian Federation
- Saudi Arabia
- Senegal
- Serbia
- Sierra Leone
- Singapore
- Solomon Islands
- South Africa
- Spain
- Sudan
- Sweden
- Switzerland
- Thailand
- Tonga
- Trinidad and Tobago
- Tunisia
- Uganda
- United Arab Emirates
- United Kingdom and Northern Ireland
- United Republic of Tanzania
- United States of America
- Vanuatu
- Zambia
- Zimbabwe

