GAPS 2019 Closing

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IATA
Passengers are saying “Communicate with me, please!”

Gender Balance: need to see more women in the aviation industry!

Remember the customer!
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Developing an airport in a holistic way, respecting environment, minimizing CO2 emissions, extending collaboration with rail transportation.
Every company must become a machine learning evolving entity!

Global Skill shortage:
- Pilots - 800,000
- Technicians - 800,000
- Cabin Crew - 900,000

Estimating needing approximately 40,000 aircrafts to meet the demand of the future!

Market shift to the East

Policy and regulatory back drop matters!

Exploit a crisis!
Stop duplication! Let’s challenge ourselves to remove unnecessary processes.

Collaboration: It takes an orchestra to play a symphony!

Bolster Engagement: We need to do a better job at educating our customers!

Leverage Technology: leave your laptop in your bags!

Protect my data
Negative experience last 60% longer than a good experience!

Innovation: The slowest pace we will have is now!

Focus on abilities not the disabilities!

On Board WIFI: Don’t forget to call your mom!
Seamless Journey
Capacity Building: mind the gaps!

Accessibility: It’s not about special, it’s about equal!

Public-private partnership: do things with each other rather than to each other!

Interoperability: expand your ecosystem!

New Border Control: from the kiosk to your couch!

Streamline visa regimes!
Transforming Airport
Connected and autonomous vehicles will enhance ramp efficiency!

Ground Operations:
More Brains, less muscles!

ACDM is a must!

Optimal airport:
Do more with less!

Sustainability is now at the heart of airport design!

Pathway - The Transforming Airport
Connectivity may be close to the heart but far from the wallet!

Communication: Real-time, Accurate and Transparent!

Data Sharing: Do not leave the data in your pockets!

Treat your bag like the customer!

Standardized data sharing: Bring Speed to Market!
Let’s keep on closing the gaps!