

**Airport Solutions Dubai 2019  
19 – 20 November, Airshow Site, DWC**

*Capacity management and airport technology – Tackling the capacity crunch*

Increasing passenger numbers with a limited or finite capacity is a critical challenge all airport owners are facing in today's industry. How can we meet passenger and airline demands? How can we ensure and maintain security levels whilst meeting the needs of more travelers? Which technologies are most feasible for my airport to ensure a successful and smooth growth strategy? These are just some of the questions on the mind of the market's decision makers.

Passenger numbers are set to double over the next 19 years according to IATA, which while causing a myriad of challenges for airports globally, will offer great opportunity for growth and technological advancement.

Now in to its 3<sup>rd</sup> year, Airport Solutions Dubai offers a unique opportunity for airport managers, airlines, regulators and solution providers to have honest and frank discussions about the direction of change in the industry. Taking place at the Dubai Airshow, the conference and exhibition allows exceptional access to thought leaders from the entire aviation industry, with a focus on airport specific challenges.

**Advisory Board Members**

- Romain Hericher, Director - Operational Strategy, Dubai Airports
- Kashif Khalid, Regional Director – Africa & Middle East, Airports, Passenger, Cargo, Security & Facilitation, IATA
- Ben Wagenaar, Innovation Technologist, Heathrow

*“The rapid pace of technological change will allow us to create the airports of tomorrow today. With so much progress and so many options available to operators, it’s imperative that they remain fully aware of the possibilities. Airport Solutions Dubai will provide the ideal platform for these discussions and foster discussions that the industry will clearly benefit from.”*

*Buti Qurwash Vice President of Security and Control Authorities at Dubai Airports – on Airport Solutions Dubai 2018*



19<sup>th</sup> November

10.00 **Chair's opening remarks**

10.05 **Dubai Airports Keynote**

10.20 **Border security and the future**

With the arrival of new technologies, what can we learn about the effect new products and technology are having on airports and border controls around the world? Self-service, biometrics, facial recognition technology has had a huge impact on border management around the world, allowing airports to increase international passenger traffic and reduce wait times – all without having to add additional space or resources.

- Planning for new technologies
- Change management – what are the best practices in introducing new technologies?
- Can a fully international system ever be realised?

10.50 **From trial to deployment – the biometric revolution in your airport**

Biometrics has been a buzzword in the industry for a number of years now, but we are finally starting to see fully integrated systems being trialed and soon, hopefully, fully operational. But what steps have been taken to reach this point? And what will it mean for the passenger when stepping in to a fully operational biometric system.

- The biometric journey
- Lessons learned and mistakes made from recent trials
- Is it a viable option for smaller, local airports?

*Reserved - Simon Wilcox, Lead, Automation and Innovation, Heathrow Airport*

11.20 **1 I.D. – single token and identity management innovation**

While biometrics is here now for the most part, what technologies will or may be available in the future, and what should airports and airlines be planning for? Here we will identify the steps to creating a realistic single token travel solution, which responsibility lies with each stakeholder, and how scalable and international this solution can be.

11.50 **Panel discussion – is solving the security challenge the key to optimum capacity management?**

We all know that current security checks at airports are the worst part of a journey. Numerous inspections at various touch points cause frustration and delay for all those involved. But will we ever be completely free of physical security checks, and will passengers actually feel completely safe with free movement through airports?

- How can we ensure accuracy of passenger data and biometrics?
- Sharing data from airport to airport, and country to country

*Elliott Paige, Airport Director, Air Service Development, Hartsfield-Jackson International Airport*

12.30 **Coffee and networking break**

**13.00 Using automation to unlock unused capacity**

How does an airport embark on operational and process transformation? The presentation will discuss the steps the airport is taking to become a highly connected ecosystem. It will also explore the impact of process transformation on performance, capacity optimisation and the passenger experience.

- Providing a smooth service for passengers and airlines alike
- Maintaining service levels while in transition
- Future planning

**13.25 Autonomous vehicles and robotics**

Can driverless vehicles really make a difference at airports? Will it benefit the passenger or airport, or both? Theoretically, it could seriously dent non-aviation revenue, but can airports afford not to plan for the inevitable? How close are they to being the norm?

- Success stories for robotic integration within airports
- How do you plan for autonomous vehicles within existing infrastructures?
- Imagining how they will impact the airport of today

**13.50 Closing remarks****14.00 End of Day One**

20<sup>th</sup> November

**10.00 Chair's opening remarks****10.10 Panel Discussion - When and how to increase airport capacity – keeping up with airline growth and demand**

Balancing the need to more or improved capacity at an airport with the risk of capital expenditure is always the challenge for airport management. While being able to handle more aircraft and passengers is the main revenue source, cost effectively handling this increase is a major headache.

- Improving passenger processing and terminal flow in existing infrastructure
- Business continuity – minimizing the risk of disruption
- Non hub airline relationships – creating incentives to free up time
- Capacity management on a budget

**11.00 Data and analytics**

An airport environment presents a unique and diverse set of business challenges. With huge amounts of data available to be captured, is it being utilized, but all parties, in the most effective way? Data science should be used in the planning process, along with real-time data in operational and commercial decision making.

- Moving from data rich to insight rich
- Where in the airport is data not making impact?
- Real case studies on impacts of data on operational effectiveness
- Introducing video analytics

11.30 Coffee and networking break

12.00 **Building partnerships – looking outside the box**

Going beyond your traditional aviation partnerships, airports have become increasingly pioneering when developing new relationships. From partnering with food delivery services, to Silicon Valley tech disruptors, where is the next opportunity for airports to offer something different?

- Expanding non-aviation revenue streams

12.30 **Don't forget your luggage! Transforming baggage handling**

As the baggage carousel is the last part of your airport a passenger will experience, it can be argued it, and the operations preceding it, are most important to a positive impression. Having an effective baggage system and process not only impacts the passenger journey, it will enable a better allocation of resources and more efficient time management on the entire airside of the airport.

- What does the future of baggage handling look like?
- How can systems be improved within existing infrastructure?
- Where in the baggage process has most room or need for advancement?

13.00 **Panel Discussion - Building an adaptive airport**

In an age of constantly changing trends, demands, innovations and technologies, how can we as an industry effectively plan for the future. Our experts on this panel will attempt to explore where the future of air travel is heading, and how airport can best prepare, from the feasibility of universal security standards, to potential technologies that could be introduced.

- Completely seamless passenger journey
- The dark (completely automated) terminal

*Reserved - Leena Faraj, VP Strategy and Business Improvement, **Bahrain Airport Company**  
Saud K. Al-Sabhan, Acting VP of Commercial Group, **Riyadh Airports***

13.45 **Closing remarks**

14.00 **Close of conference**