

E N G L I S H

International Training Center for Government Authorities and Civil Society Leaders



# EXECUTIVE REPORT **2008**

## AVIATION & AIRPORTS PROGRAM

[www.cifalatlanta.org](http://www.cifalatlanta.org)



**cifal**  
Atlanta

 Hartsfield-Jackson  
Atlanta International Airport

 **DELTA** 



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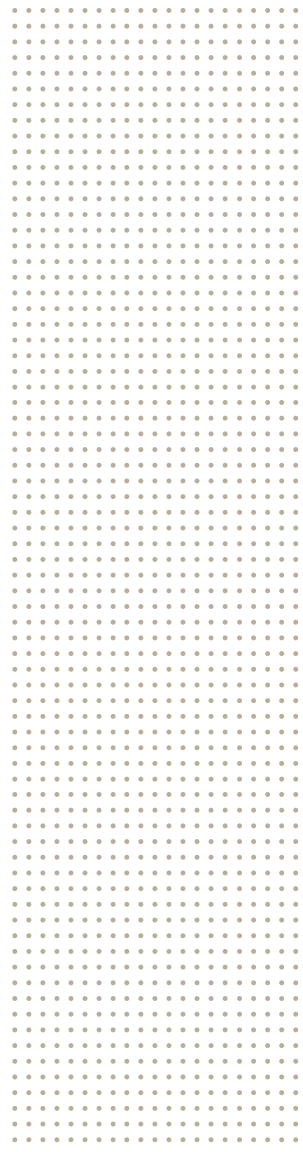


International Training Center for Government Authorities and Civil Society Leaders

# EXECUTIVE REPORT **2008** AVIATION & AIRPORTS PROGRAM



UNITAR



## Message from GM of Hartsfield-Jackson Atlanta International Airport



On behalf of Hartsfield-Jackson Atlanta International Airport, I am pleased to be part of this joint initiative of the United Nations, Airports Council International and CIFAL during this three-year program. We believe that international cooperation and exchange of knowledge are essential to magnify the role of airports in the world's economy. Being part of the program on "Leveraging Airports for Economic Development" allows us to share the expertise gained in managing the world's busiest airport. Hartsfield-Jackson is a major hub that connects travelers to destinations in the United States and across the globe. Additionally, it has been recognized as the state of Georgia's largest economic engine generating jobs with a sound impact on the region's economy.

Multinationals often cite the presence of a major airport as a key criterion when deciding where to locate new subsidiaries, build plants, or start operations. The ease of international travel for top executives is also a factor that cannot be underestimated.

Airports can be leveraged in many areas to create jobs and new activities in support of economic development. That's why airports should be considered an essential component in the urban planning process seeking to gain a competitive edge for a region. Efficient, accessible airports will be increasingly important if cities want to attract and retain corporations with global ties, as well as talented people to work for them. A city's airport is a first impression and a last impression as well.

Hartsfield-Jackson has been hosting these conferences since the series began in 2005. These conferences have become a tremendous success with a more diverse pool of participants each year attending from different regions. The "Leveraging Airports for Economic Development Seminar Series" facilitates an open dialogue among aviation executives while creating an opportunity for fruitful interaction between public sector officials and business leaders.

I invite you to read this report about the work we have been doing to leverage airports around the world.

Sincerely,

Benjamin R. DeCosta  
General Manager  
Hartsfield-Jackson Atlanta International Airport

## Message from Delta Air Lines Chief Executive Officer



Across the globe, cities are exploring ways on how best to accelerate economic growth, expand free trade agreements and focus on high value-added economic development activities. It is in this context that airports have become critical economic growth engines at national, regional and local levels. Thus, cooperation and coordination between central government, local government, airport management and the business community in the form of public- private partnerships are key factors of success for economic development initiatives that position airports as optimal city and country gateways, air cargo hubs, and business zones engines.

I am proud to recognize this fruitful initiative “Airports for Economic Development Seminar Series” led by UNITAR, CIFAL Atlanta, the City of Atlanta, Delta Air Lines, Airports Council International (ACI) and Hartsfield-Jackson Atlanta International Airport (HJAIA) created to better leverage a city’s airport and promote economic growth. In support of the United Nations Millennium Development Goals, these Seminar Series bring together high-level government officials, civil aviation authorities, airport executives, thought leaders from the private sector, and academia to share knowledge on how to implement sound policies to enhance connectivity, quality of services and competitiveness of airports.

As a Chief Executive of Delta Air Lines, I am honored to be part and contribute to this three-year program that provides practical tools and essential knowledge for achieving economic development. The exchange of best practices and knowledge forum “Leveraging Airports for Economic Development” has provided decision makers from the Americas, Latin America, The Caribbean, Africa and China with critical tools and innovative strategies to best leverage their local resources, infrastructure, trade and airport operations to spur long-term economic development in their respective regions.

It is through the commitment of partners, sponsors and organizations that CIFAL Atlanta ia able to continue to strengthen its programs, and to develop new and innovative projects to help the United Nations to achieve the 8th Millennium Development Goal planned for 2015: leverage public-private partnership for economic development.

Richard H. Anderson  
 Chief Executive Officer  
 Delta Air Lines



## Board of Trustees and Staff 2007

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## About CIFAL Atlanta

CIFAL Atlanta is a not-for-profit organization created in 2004 as a joint initiative between the United Nations Institute for Training and Research (UNITAR) and the City of Atlanta, and supported by Delta Air Lines, Inc., the Metro Atlanta Chamber of Commerce (MACOC) and the Wireless Internet Institute (W2i). CIFAL Atlanta is committed to providing best-practice sharing programs in support of the United Nations Millennium Development Goals (MDGs).

In response to the world's main development challenges and to the calls of civil society, the United Nations (UN) General Assembly established Eight Millennium Development Goals (MDGs) during the UN Millennium Summit in September 2000. The MDGs range from the reduction of extreme poverty to stopping the spread of HIV/AIDS and providing universal primary education. They are drawn from the actions and targets contained in the Millennium Declaration that was adopted by 189 nations, and signed by 147 heads of state and governments who attended the 2000 Summit.

Set for the year 2015, the MDGs provide a blueprint to all the world's countries and non-governmental institutions on how best to achieve economic growth and social development, increased information access, environmental sustainability, and an overall better quality of life. Responding to the UN's declaration, developing countries have pledged to govern better, and invest in their people through health care and education, while more developed countries have pledged to support them, through aid, debt relief and fairer trade. To help achieve these goals by 2015, the UN tasked UNITAR with initiating programs in support of the MDGs. UNITAR is an autonomous body within the United Nations that seeks to enhance the effectiveness of the UN in achieving its major objectives of maintaining peace and security, and the promotion of economic and social development. Recognizing that the best way in achieving international development goals is through the increased involvement of local governments and actors, UNITAR through its Decentralized Cooperation Program (DCP) chartered its CIFAL Network to develop and lead programs in support of the MDGs.

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United Nations Millennium Development Goals (MDGs)



### The CIFAL Network

Its mission is to support and train government authorities and civil society leaders in implementing the MDGs at the local level. Every CIFAL center in the network is autonomous but follows guidelines issued by UNITAR and coordinates action with its headquarters in Geneva, Switzerland. Part of a network that consists of 12 centers worldwide (see map below), CIFAL Atlanta provides training throughout the world for government officials, civil society leaders and private sector representatives in four main areas:

#### Economic Development

Sharing innovative strategies to leverage local resources, infrastructure and trade to generate economic development.

#### Environmental Sustainability

Winning partnerships between local government and the private sector to ensure sustainable environmental practices.

#### Social Development & Quality of Life

Ensuring an enhanced and equitable quality of life for all citizens.

#### Information Technology

Helping local governments deploy Information and Communications Technologies (ICT) infrastructure, applications and services to foster thriving digital communities.

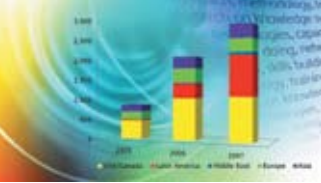
#### The Power of Public-Private Partnerships

CIFAL Atlanta brings together the resources of the City of Atlanta, the State of Georgia, and a number of governmental, non-governmental and corporate organizations, which include UNITAR, Airports Council International (ACI), the Georgia Department of Economic Development (GDEC), Hemisphere, Inc., Hartsfield-Jackson Atlanta International Airport (HJIA), the Metro Atlanta Chamber of Commerce (MACOC), the Organization of American States (OAS), among others. Additionally, the leverage and reach of the City and the State's diverse global business and nonprofit entities have been key factors in sustaining the work of CIFAL Atlanta. They include many Fortune 500 and 1000 companies like Delta Air Lines and The Coca-Cola Company, as well as the Atlanta Convention and Visitors Bureau (ACVB), the Carter Center, CNN, the Georgia Council for International Visitors (GCIV), the Georgia Hispanic Chamber of Commerce (GHCC), and many others. CIFAL Atlanta partners with local and national governments, corporations and non-governmental agencies worldwide to deliver best practice sharing and technical assistance. CIFAL Atlanta has reached nearly 3,000 participants in 64 countries worldwide, with particular emphasis on the Western Hemisphere.



## The Aviation & Airports Programs

Number of Participants by Regions



Scholarships by Region



Scholarships by type of Participant



### The Role of Airports as Economic Engines of Growth

In a globalized economy, airports have become critical economic growth engines at national, regional and local levels. The quality of services and competitiveness of airports have a strong impact on surrounding regional economies. Enhancing the connectivity, quality of services and competitiveness of airports can create jobs and spur the economic growth of the surrounding region. Cooperation and coordination between central government, local government, airport management and the business community in the form of public private partnerships are key factors of success for economic development initiatives that position airports as optimal city and country gateways, air cargo hubs, and business zones.

### Strategic Outcomes from Optimizing Airports for Trade

The Leveraging Airports for Economic Development seminars help airports decision makers share innovative strategies to maximize the contribution of airports to the long-term economic growth objectives of their city, region and country. Participants will benefit from a shared understanding of the following outcomes:

1. The cooperation and coordination for economic development required to integrate the strategic perspectives of key stakeholders including trade ministers and civil aviation officials at the central government level; city executives at the local government level; airport executives as well as the needs of the local and international investors, business community and the public.
2. Mission critical benchmarks in innovation, marketing, operations, and security particularly related to logistics and supply chain attract and facilitate international investment and trade those airports must achieve in order to position themselves as optimal city and country gateways, air cargo hubs, and business zones.
3. Overviews of infrastructure investments that best practice airport models attract including self-managed, concessions, partnerships, etc. that will help generate paradigm shifts in attracting funding to reposition airports to spur regional economic growth.

With local support from the City of Atlanta and Hartsfield-Jackson Atlanta International Airport (HJIA), Airports Council International (ACI) Delta Air Lines, Hemisphere, Inc., and the Metro Atlanta Chamber of Commerce (MACOC), CIFAL has been able to reach more than 800 key leaders and practitioners in this area.

*“Share best practices to strategically position airports as global engines of economic growth is crucial to compete in the 21<sup>st</sup> Century”*

*Shirley Franklin  
Mayor, City of Atlanta*



## 2008 Seminar Series

Airports Council International in partnership with the CIFAL Atlanta, the United Nations Institute for Training and Research (UNITAR), Airports Council International (ACI) and Hartsfield-Jackson Atlanta International Airport are pleased to offer 5 best practice sharing executive seminars for 2008 with training sessions, demonstrations, tours, and showcases with a regional focus on Latin America, North America, Africa and Asia, facilitating the creation of viable regional and global alliances.

The 2008 Airports for Economic Development seminar series helps airport decision makers maximize the value of their airports by sharing best practices to:

- jobs creation potential
- improve operational excellence
- foster innovation initiatives
- enhance marketing efforts
- promote innovative Airport Technology
- improve Airport Safety and Security

### *Select Audience*

The 2008 Airports for Economic Development Program includes 5 seminars with training sessions, demonstrations, tours, and showcases with a regional focus on Africa, Asia Pacific, Latin America, North America, and the Caribbean.

Each by invitation only seminar brings together 30 high-level decision makers comprising

- Top airports management and executives,
- Senior government officials, and
- Civil aviation authorities
- Chamber of Commerce President
- Economic Development Officials

Discussions are facilitated by airport experts and thought leaders from the private sector, service providers, leading academics, international institutions and multilateral agencies who facilitate the discussions and provide a valuable networking and learning opportunity.

### *Unique Format*

This program series utilizes UNITAR's integrated knowledge management methodology that emphasizes structured hands on experience based sharing of best practices, panel discussions, and the building of action plans for successful implementation. This interactive program explores the full range of opportunities and roadblocks surrounding the planning, development and growth of world-class airports. The United Nations knowledge management methodology can be summarized as follows:

- hands on experience based sharing of best practices,
- interactive panel discussions, and
- action plans for successful implementation

A self-assessment survey is conducted prior to the conference. Delegates attending the conference receive a survey via email (see annex) about their airports' best practice areas. They have to identify their airports' weaknesses and strengths. Each conference has its main target best practice topics, which participants have to score from 1 being the lowest value to 5 the highest value. Based on their responses, groups are formed to share expertise and knowledge.



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## Review of the Airports Program 2005-2007



### REVIEW OF 2005

Inaugural year

#### Leveraging International Airport Infrastructure in Latin America

Location: Atlanta, Georgia USA

April 10-12, 2005

Under its Economic Development Initiative, CIFAL Atlanta focuses on the sharing of innovative strategies that best leverage local resources, infrastructure and trade to generate economic development. CIFAL Atlanta began the "Leveraging Airport for Economic Series" in April 2005 in Atlanta. CIFAL Atlanta conducted the workshop "Leveraging International Airport infrastructure in Latin America, the Caribbean and Canada". The conference was held at Hartsfield-Jackson Atlanta International airport, the workshop focused on how best to leverage strategies and best practices that would position major airports as regional engines for economic growth while optimizing their role in logistics and supply chains.

### REVIEW OF 2006

In 2006, CIFAL expanded its programming in this area and held the following workshops:

#### Airports for Economic Development: Latin America

Location: Atlanta, Georgia USA

March 6-8, 2006

Enhancing the connectivity, quality of services and competitiveness of the world's major airports cannot only create more jobs, but can also jump-start economic growth for the surrounding region. To better leverage a city's airport, CIFAL Atlanta in cooperation with Hartsfield-Jackson Atlanta International Airport (HJATA), began an annual workshop series on "Leveraging Airports for Economic Development".

This workshop focused on developing practical solutions on how to best align areas of critical importance for airport operations, and shared best practices for future curriculum development. With 55,000 direct jobs and a generation of annual revenues in excess of \$19 billion, Hartsfield- Jackson has one of the best infrastructures in terms of efficiency, strategy and contribution to the economic development of the City of Atlanta, making it the perfect model for airports worldwide. As reported by Hartsfield-Jackson's General Manager Ben DeCosta, "The workshop has been a great vehicle for generating open dialogue amongst aviation executives while creating a two-way system of communication for airport facilities seeking to gain a competitive edge."

Collaboration among federal, state, local government and the business community are key success factors for airport economic development initiatives. This program has been especially critical for those countries, particularly those in the Caribbean and Latin America, who are either implementing or negotiating free trade agreements.





## Aviation and Airport Security Preparedness: China

Location: Atlanta, Georgia USA

October 28-November 2, 2006

CIFAL Atlanta in partnership with the City of Atlanta, Hartsfield-Jackson Atlanta International Airport (HJAIA) and Delta Air Lines, hosted a delegation of 30 Chinese airport and government officials for the “Aviation and Airport Security Preparedness” workshop from October 28 to November 2, 2006. In the wake of heightened security threats abroad, the workshop focused on sharing best practices and innovative strategies that looked to China’s airports and major metropolitan cities prepare for hosting such global events as the 2008 Olympic Games scheduled to be held in Beijing, China and leveraging those events to plan ahead for future economic growth.

Participants included top executives, senior economic development officials, along with government leaders and academics from Beijing Capital International Airport, the Beijing Organizing Committee for the Olympic Games, Capital Airports Holding Company, China Central Television, the Civil Aviation Authority of China, and Tsinghua University.



## REVIEW OF 2007

CIFAL Atlanta organized the “2007 Leveraging Airports for Economic Development Executive Seminar Series” to help airports decision makers maximize the contribution of airports to the long-term economic growth objectives of their city, region and country by sharing best practices that will boost their local resources, enhance trade and ensure safety and security to generate economic development. Following the workshops conducted in 2007:

## Airport for Economic Development: Latin America

Location: Atlanta, Georgia USA

March 1-2, 2007

A delegation of over thirty airport executives, and central government and civil aeronautical officials representing fifteen countries in Latin American and the Caribbean converged in Atlanta for a two day best practices and knowledge sharing program designed to encourage a multi-stakeholder dialogue for utilizing airports to economic conditions.

This program, “Leveraging Airports for Economic Development: Latin America & the Caribbean (LAC),” was the first of a four part of the best practice sharing Executive Seminar series organized jointly by Airports Council International (ACI) in partnership with CIFAL Atlanta, the United Nations Institute for Training and Research (UNITAR), and Hartsfield-Jackson Atlanta International Airport (HJAIA). It was the third consecutive year that CIFAL Atlanta and HJAIA have hosted a delegation of this kind from the LAC region and thanks to ACI’s involvement a greater number and broader cross section of participants were invited.

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## Review of the Airports Program 2005-2007

Along with helping to achieve the 8th United Nations Millennium Development Goal, this program facilitated increased cooperation and coordination between central and local governments, airport management and the business community for creation of public private partnerships that advance airports as optimal city and country gateways, air cargo hubs, and business zones.

The program agenda was designed to:

- Improve safety and security
- Enhance marketing efforts
- Fund investment in critical infrastructure
- Foster innovation initiatives
- Increase operational excellence

Based on post program feedback from the delegates, sponsors and organizing partners, we believe this feedback was a success and should continue in the future. Thanks to the sponsors, whose generous support made this event possible, were Delta Air Lines, Hartsfield-Jackson Atlanta International Airport, SITA, Bear Sterns and L-3 Communications.

### **Airports for Economic Development: North America**

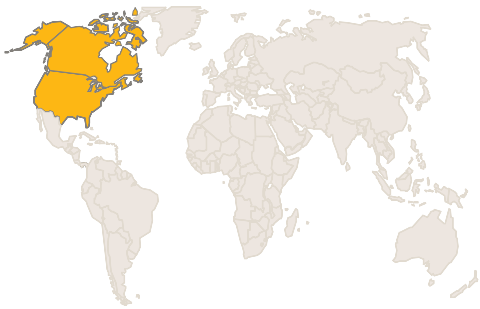
Location: Atlanta, Georgia USA

May 9-11, 2007

A delegation comprising 24 airport executives and state/provincial level transport and aviation government officials from Tier II airports across the U.S.A. and Canada, as well as representatives from Colombia, Costa Rica, Chile and Brazil converged in Atlanta for a two day knowledge sharing program designed to encourage a multi-stakeholder dialogue to emphasize the role of airports as engines of economic growth and share best practices in best leveraging airport development, operation and expansion to foster regional economic growth.

This program, "Leveraging Airports for Economic Development: North America" was the second in a four part global Executive Seminar series organized jointly by Airports Council International (ACI) in partnership with CIFAL Atlanta, the United Nations Institute for Training and Research (UNITAR), and Hartsfield-Jackson Atlanta International Airport (HJAIA). It was the third consecutive year that CIFAL Atlanta and HJAIA have hosted this program and thanks to ACI's involvement a greater number and broader cross section of participants have attended the seminars.

Along with helping to achieve a global partnership for development, the 8th United Nations Millennium Development Goal, this program aims to facilitate increased cooperation and coordination between state/provincial and local governments, airport management and the business community and encourage the creation of public private partnerships that advance airports as optimal city and country gateways, air cargo hubs, and business zones.





The Program Committee consisting of representatives from HJAIA, ACI, and CIFAL Atlanta identified the 5 key best practice topic areas that currently most impact the economic viability of airports. This was reflected in the program agenda as best practice panel discussions that addressed the following issues:

- Improving safety and security
- Increasing operational excellence in cargo logistics
- Enhancing marketing and service efforts
- Funding investment in critical infrastructure
- Fostering technology innovation initiatives

The sponsors, whose generous support made this event possible, were Delta Air Lines, Hartsfield-Jackson Atlanta International Airport, SITA, L-3 Communications, and Georgia State University.

## **Safety and Security Preparedness for the Olympic Games: China**

Location: Beijing, China

November 7-8, 2007

A delegation comprising over 45 airport executives and aviation government officials from the North China Region met in Beijing for an intense one and half day workshop, designed to create a platform for aviation and airport officials from China and the U.S. to share knowledge and best practices in the areas of aviation and airport security preparedness. As Beijing and China will be hosting the Olympic Games for the first time, the need to ensure safety and security at critical infrastructure points, such as airports, is a vitally important strategic responsibility and has impacts on the economic vitality of the region.

This program "Airport Security and Safety Preparedness Workshop" was the third of the global Executives Seminar Series. In partnership with Airports Council International (ACI), the United Nations Institute for Training and Research (UNITAR), CIFAL Atlanta, Hartsfield-Jackson International Airports and the Civil Aviation Administration of China (CAAC) North China Region Administration and hosted by Beijing International Airport organized a high-level workshop focused on sharing best practices to help China's airports to be prepared to host the 2008 Olympic Games.

Along with helping to achieve the 8th United Nations Millennium Development Goals, this program facilitated the knowledge exchange between US experts and Chinese Airport Executives in areas related to crisis management, emergency response and security and disaster preparedness to be better prepared to host the Olympic Games. The program agenda and panel discussions covered 5 key best practice topic areas as described as follows:

- Strategic Aviation and Security planning
- Holistic Risk Management
- Harmonizing Safety and Security Standards
- Disaster Preparedness, Crisis Management and Emergency Response
- Innovative Technology to deter Security Threats

The sponsors whose generous support made this event possible were Delta Air Lines, Hartsfield-Jackson Atlanta International Airport, SITA and L-3 Communications.



## Review of 2008 Global Airports Program



### **Airports for Economic Development: The Pan African Perspective 2008**

Location: Pretoria, South Africa

February 21-22, 2008

Approximately 35 senior delegates representing airports and civil aviation authorities from across Africa converged in Pretoria, South Africa for a two-day best practice and knowledge sharing forum designed to encourage a multi-stakeholder dialogue to better improve the safety and security levels at African airports. Along with helping to achieve a “global partnership for development”, the 8th United Nations Millennium Development Goal, this program identified best practices and innovative strategies to increase cooperation and coordination between African civil aviation authorities and airport operators to maximize the contribution of airports to the long-term economic growth objectives of their city, region and country. The Program Committee consisting of representatives from Airports Council International: Africa, Airports Company South Africa, CIFAL Atlanta and the South African Department of Transport.

The primary sponsor, whose generous support made this event possible, was the Airports Company South Africa, in addition to support from SITA and L-3 Communications.

### **Airports as Economic Development Engines: Best Practice Roundtable**

Location: Shanghai, P. R of China

April 2, 2008

The objective was to share knowledge and best practices on how to use airports as economic development tools. As China will be hosting the Olympic Games for the first time, we also addressed the role of airports during Olympic Games and how to positively impact the economic vitality of a region.

This program was the second of the Global 2008 Executives Seminar Series and it was organized in partnership with Airports Council International (ACI), the United Nations Institute for Training and Research (UNITAR), CIFAL Atlanta, Hartsfield-Jackson International Airports and The Shanghai-American Chamber of Commerce. The sponsors whose generous support made this event possible were Hartsfield-Jackson Atlanta International Airport, Delta Air Lines, SITA and L-3 Communications.

### **Airports for Economic Development: Latin America**

Location: Atlanta, Georgia

May 7-8, 2008

A delegation over 25 airport executives, central government and civil aeronautical officials representing thirteen countries from Latin America gathered in Atlanta for a two day best practices and knowledge sharing program designed to encourage a multi-stakeholder dialogue to boost airports’ economic conditions.

This program is the third of a five-part of the 2008 Global Series Best Practice Conferences organized jointly by Airports Council International (ACI), CIFAL Atlanta, the United Nations Institute for Training and Research (UNITAR), Hartsfield-Jackson Atlanta International Airport (HJAIA), and the support of Delta Air Lines.



# Self-Assessment Survey

Our methodology requires every participant to complete a Self-Assessment Survey prior to the workshop, to evaluate his or her organization level of competence in each Best Practice Areas.

## Best Practice Areas

	Ensure safety and security	Fund investment in critical infrastructure	Improve operational excellence	Enhance marketing efforts	Deploy innovative technologies and systems
<b>1 LOW</b>	Our airport has basic airport security procedures in place as per national guidelines	Our airport has no funds for expansion projects	Our airport has limited and occasional operational reviews	Our airport is focused solely on operations and has a minimal customer service focus	Our airport has a basic technology infrastructure
<b>2</b>	Our airport operational plan includes recommendations to improve airport security	Our airport expansion projects are solely dependent on central or local government funding	Our airport depends on external consultants to advise on operational matters	Our airport recognizes the importance of marketing and customer service as means to differentiate the airport	Our airport depends on vendors, suppliers and consultants for technology recommendations
<b>3</b>	Our airport strategic plan includes all aspects of airport security including airline, cargo and catering	Our airport has control over retaining portion of its profits to fund expansion projects	Our airport has an internal team focused on continuous improvement	Our airport strategic plan focuses on transforming the airport into a best in class service organization	Our airport strategic plan includes a comprehensive technology plan to optimize airport operations
<b>4</b>	Our airport is in the process of building multistakeholder partnerships with national, regional and international security agencies	Our airport finance department solicits banks and/or lending agencies for loans or to issue bonds	Our airport has a total process and quality management system in place	Our airport has an extensive marketing campaign that actively promotes the airport as a superior entry point	Our airport has an internal multi disciplinary (including technology, finance and HR) senior team that evaluates airport technology investments
<b>5 HIGH</b>	Our airport has a comprehensive strategic and operational plan in place that includes multistakeholder partnerships, regular communication and participation on forums with national and international agencies, partner airports and airlines, and suppliers	Our airport has a multi disciplinary team that designs financing solutions together with government, development agencies and investment banks	Our airport openly and regularly invites external parties to benchmark its operations and share best practices	Our airport marketing efforts are backed by a customer experience that is recognized as best in class by external benchmarking agencies	Our airport has in place a best in class technology infrastructure that is continuously evaluated and upgraded for optimal return on investment



## Partners and Supporters





## About UNITAR

The United Nations Institute for Training and Research (UNITAR) was established in 1965 as an autonomous body within the United Nations with the purpose of enhancing the effectiveness of the Organization through appropriate training and research. UNITAR is governed by a Board of Trustees and is headed by an Executive Director. The Institute is supported by voluntary contributions from governments, intergovernmental organizations, foundations, and other non-governmental sources.



UNITAR provides training and capacity-building programs to assist countries in meeting the challenges of the 21st century; conducts research to explore innovative training and capacity-building approaches; and forms partnerships with other UN agencies, governments, non-governmental organizations, enterprises and the academia, for the development and implementation of training and capacity-building programs that meet countries' needs. UNITAR offers some 150 different seminars and workshops and e-learning courses, designed and conducted each year throughout the world, benefiting over 10,000 participants, mainly from developing countries and countries in transition and close to 20,000 trainees following its e-learning courses. The staff numbers around 50 permanent professionals who design and conduct the programs, relying on a dense network of carefully selected resource persons, as well as international, national and regional institutions specializing in training, within and outside the United Nations System.

All of UNITAR's training and capacity-building programs are self-funded, and conducted throughout the world from UNITAR Headquarters at Geneva, as well as through its regional offices in New York and Hiroshima. Additionally, UNITAR coordinates de CIFAL network worldwide. CIFAL center provide training to local actors in order to enhance their capacity to implement international conventions and the Millennium Development Goals. UNITAR's programs are diverse. They share, however, the common aim of answering needs identified by donor and recipient partners. Moreover, each particular program develops synergies with the other activities in progress.

Mayor Shirley Franklin serves in the UNITAR Board of Trustees.

## About Airports Council International

Airports are a pillar of international air transport. To adequately safeguard their interests and their influence, the global airport industry needs a strong voice. Airports Council International (ACI) is that voice. ACI advances the interests of the world's airports and promotes professional excellence in airport management and operations. To support the essential role of the airport industry for economies and societies worldwide, ACI seeks to maximize airports contributions to maintaining and developing a safe, secure, environmentally compatible, efficient and prospering air transport system. ACI has 573 members operating over 1643 airports in 178 countries and territories. In 2006, ACI members handled 4.4 billion passengers, 85 million metric tons of freight, and 74 million aircraft movements (preliminary figures).





## Previous Events and Participating Airports

Participating Airports	Dates	Region
Bahamas, Brazil, Canada, Colombia, Grenada, Jamaica, Mexico, Panama, Paraguay, Trinidad and Tobago, Atlanta	April 2005	Americas
Argentina, Brazil, Chile, Colombia, Dominican Rep, Ecuador, El Salvador, Honduras, Nicaragua, Panama, Peru, Venezuela	March 2006	Latin America
Atlanta, Beijing, Hong Kong, Baltimore-Washington	November 2006	North America
Antilles, Argentina, Brazil, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Grenada, Jamaica, Mexico, Paraguay, Trinidad and Tobago,	March 2007	Latin America
Boise ID, Boston MA, Columbia SC, Detroit MI, Harrisburg PA, Jackson MS, Nashville TN, Oklahoma City OK Sacramento, CA, Wichita KA, Canada: Abbotsford Montreal, Victoria	May 2007	North America
Beijing Capital International Airport, Civil Aviation Administration of China (CAAC) North China	November 2007	China

### 2008 Calendar of Events

Johannesburg, South Africa	February 21-21	Africa
Shanghai, China	April 1-2	Asia Pacific
Atlanta, USA	May 7-8	Latin America
Atlanta, USA	July 23-24	North America
Atlanta, USA	October 16-17	Caribbean

## About Hartsfield-Jackson Atlanta International Airport



Hartsfield-Jackson bears the proud distinction of being “the world’s busiest passenger airport.” The Airport has long been known as a major connecting hub serving numerous destinations around the globe. However, its vitality of growth is no longer merely a product of its role as a prime-interlining hub. Each year, an increasing number of air travelers start or finish their journeys in the Southeast region of the United States. Consequently, as the Southeastern portion of the United States continues to grow both in terms of population and economic development, so does Hartsfield-Jackson. This is why the City of Atlanta and the airlines at Hartsfield-Jackson have authorized the Airport to spend an impressive \$5.4 billion towards our 10-year development program. The Hartsfield-Jackson Development Program will modernize and expand the current airport facilities to accommodate its current and future traffic demands. This program will assure that Hartsfield-Jackson maintains its global leadership role.

## About Delta Air Lines



Delta Air Lines (NYSE: DAL) offers customers service to more destinations than any other global airline: 311 destinations in 52 countries. With more than 60 new international routes added in the last year, Delta is adding international flights at a faster rate than any other major U.S. airline and is a leader across the Atlantic with flights to 32 trans-Atlantic destinations. To Latin America and the Caribbean, Delta offers more than 600 weekly flights to 58 destinations. Delta is a corporation headquartered in Atlanta, Georgia and is a founding member of SkyTeam, a global airline alliance that offers flights to 462 worldwide destinations in 98 countries.

Delta’s Force for Global Good: Delta’s employees, customers, and community partners-together form a force for positive local and global change, dedicated to bettering standards of living and the environment where we and our customers live and work.

Delta is a proud supporter of the United Nations and CIFAL Atlanta.

## About SITA



SITA is the world’s leading service provider of integrated IT business solutions and communication services for the air transport industry. SITA manages complex communication solutions for its air transport, government and GDS customers over the world’s most extensive communication network, complemented by consultancy in the design, deployment and integration of communication services. Its broad range of airline and airport IT applications and services includes airport operations and integrated baggage services, common use and desktop services, flight operations and air-to-ground communications and end-to-end airline distribution and fares services.

SITA has two main subsidiaries: OnAir, which is leading the race to bring in-flight mobile telephony to the market, and CHAMP Cargosystems, the world’s only IT company solely dedicated to air cargo. SITA also operates two joint ventures providing services to the air transport community: Aviareto for aircraft asset management and CertiPath for secure electronic identity management. In addition, SITA sponsors .aero, the Internet top level domain reserved exclusively for aviation.

SITA covers 220 countries and territories and the head office is in Geneva, Switzerland.

## A very specific mission

To provide government authorities and civil society leaders of urban areas in the Western Hemisphere with a forum to exchange strategies and learn best practices in support of the United Nations Millennium Development Goals.

## A long-term vision

To become one of the best resources for government authorities in developing solutions that improve the quality of life of their constituents.



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