

# WIZARD WISDOM NEWSLETTER

here to inform, entertain and have fun revolving around the Aviation World



## **HATSFIELD-JACKSON ATLANTA INTRODUCES TOUCHLESS FEEDBACK TECHNOLOGY**

**SOURCE:** AIRPORT WORLD MAGAZINE- JOE BATES

Hatsfield-Jackson Atlanta International Airport has introduced touchless technology that allows passengers to record their satisfaction levels with their airport experience without the need to touch any screens or buttons. This technology from Avius allows guests to do hand gestures in front of an advanced artificial intelligence screen which is built into the kiosks. Gestures such as ‘thumbs up’ and ‘thumbs down’ can be sensed by the technology and provides a quick and safe way to measure customer experience satisfaction. These natural human gestures are universal and everyone understands what they mean, ensuring accessibility to these kiosks for international travelers. The airport understands the importance of privacy, and therefore doesn’t store any images or results in their database to respect customer’s wishes.

This remarkable technology is their way of collecting important data, meeting passenger needs and expectations, and keeping their passengers healthy and safe, which the co-founder and chief executive officer says is their “top priority”.

## **UK LAUNCHES GLOBAL TRAVEL TASKFORCE**

**SOURCE:** PASSENGER TERMINAL TODAY – LAWRENCE BUTCHER

The UK government has launched a new Global Travel Taskforce to support the travel industry and the safe recovery of international travel. The Department of Transport and the Department of Health and Social Care state that they have been working tirelessly with health experts and the private testing sector to evaluate the feasibility of testing international arrivals. The government is hoping to find an effective way to reduce the self-isolation period while protecting public health from COVID-19.

The government is working with medical experts to determine the right time that the test should be taken to ensure fast and accurate results, and to evaluate how to effectively carry out the testing without overreaching NHS capacity. The testing is being considered to happen after a period of self-isolation by the private sector at the cost of the passenger. Another issue they are looking at is whether to mandate a pre-departure self-isolation period for passenger. ACI’s hope for this research and application is to re-invigorate the declining international travel sector and to support global connectivity.

## **RAPID TESTING ARRIVES IN YYC ON NOVEMBER 2**

**SOURCE:** WESTJET

Beginning November 2nd, Alberta residents and eligible international travellers arriving on a non-stop flight into Calgary may take a rapid test for COVID-19. This will help in possibly reducing their mandatory quarantine time to as little as two days with a negative test, rather than 14 days. This includes guests who are connecting to airports in Alberta and essential foreign travellers. The Government of Canada and Alberta are testing a 26-week pilot project that will make YYC the first airport in Canada that has implemented a quarantine reduction project.

After taking the rapid test, passengers must:

- ♦ Stay within Alberta after their arrival
- ♦ Stay in quarantine until test results are delivered in as little as two days. If the test is negative, passengers are no longer required to quarantine, and if positive, the 14-day quarantine is required.
- ♦ Commit to a second test after 6.7 days for validation and data collection
- ♦ Provide daily check-ins
- ♦ Avoid large events and senior care facilities
- ♦ Wear a mask in public

Guests who do not participate in this project must adhere to the 14-day quarantine.



### **ACI RELEASES FINDINGS OF PHYSICAL DISTANCING MODELS**

**Source:** Passenger Terminal Today – Lawrence Butcher

Airports Council International has released the findings of simulations undertaken to study the impact of applying physical distancing at airport security checkpoints. ACI worked to design eleven alternative measures to physical distancing, including pre-travel testing, continuous sanitizing of trays and high touchpoints, installation of plexiglass, and implementation of crowd monitoring software. Based on the findings, physical distancing may result in 75% reduced capacity in the worst-case scenario, and still a 50% reduced capacity in the best-case scenario.

This research is being done in hopes of airlines and airports returning back to normal business with strict and effective safety measures in place to reduce the risks of exposure to COVID-19 in airport and airline operations. The health and safety of passengers is ACI's number one priority, and these simulations provide a way for customers to be able to fly safely and with confidence and get airlines back in the air in these hard times.

### **AVIATION OFFICIALS FIND LOW RISK FOR CORONAVIRUS TRANSMISSION ON PLANES**

**Source:** Travel Pulse – Rich Thomaselli

The International Air Transport Association (IATA) has performed research on the possibility of being infected with COVID-19 while on an aircraft, and the possibilities are “extraordinarily low”. IATA has found that since the beginning of 2020, only 44 cases of COVID-19, out of a whopping 1.2 billion passengers who have travelled this year, were thought to have been transmitted as the direct result of aircraft travel, which includes confirmed, probable, and potential cases. These statistics means that the chances of being infected with the coronavirus while travelling on an aircraft are 1 out of 2.7 million travelers. IATA sees this data as reassuring, as the vast majority of cases occurred before the wearing of face coverings in flight became the norm.

This research was in partnership with Airbus, Boeing and Embraer, in which their simulations concluded that they no longer found a need for plexiglass on airplanes. They accredited this extremely low chance of infection to their aircraft airflow systems which remove tiny particles and air contamination, limiting the spread of the virus, and mask wearing. Although, they admit, the number of reported cases could be underestimated, IATA's outreach to airlines and public health authorities combined with a thorough review of available data has not presented any indication that onboard transmission is common. They state that if some cases are not being reported, the statistics of the transmission of the infection is still extremely low.

### **GROUND HANDLING SECTOR WILL GET BACK TO PRE-COVID LEVELS ONLY BY 2022**

**Source:** The Week – Abhinav Singh

The head of Celebi Aviation, which is one of the largest independent group handling companies in India, has recently discussed the trying times of the COVID-19 pandemic for ground handling companies in aviation in an interview. Murali Ramachandaran told THE WEEK that the aviation sector is likely the most impacted industries in the world, with a meager month-by-month plan to remain viable. Their ground handling business profits dropped by 90 percent due to halted international and few domestic flights, and due to the reduced cash flows and decreases dues from airlines, the seemed simplicity of paying their employees is the top priority. Ramachandaran says that the company is unable to make sales projections for the future because of the increasing instability of business and the economy and sees the impacts of this pandemic only being back to pre-COVID levels by 2022.

He does have hope for recovery options though, praising the Union government's decision to extend the capacity cap imposed on scheduled airlines on domestic flights to up to 60 percent. Ramachandaran is hoping for some additional relief from governments, saying, “the industry, at large, needs immediate direct support from the government to survive the impact of the COVID-19 pandemic”, and believes that the government will provide support. Although the outcome seems bleak, Ramachandaran remains optimistic and sheds some light on the issues, saying that this will be an opportunity for various sectors of aviation to rethink their strategies and grow as an industry in trying times.

**AIR FRANCE MOVES CLOSER TO CARBON NEUTRAL ELECTRIC RAMP EQUIPMENT****Source: Simple Flying – Mark Finlay**

Air France states that it is getting closer to obtaining carbon-neutral ramp equipment. This comes as a goal from the airline's sustainable development policy, in which they wish to reduce their carbon dioxide emissions by half per passenger kilometer by 2030. The airline tested the complete use of electric ground handling equipment, from ramp equipment manufacturers CARWATT and TLD, on September 3<sup>rd</sup>, 2020 when handling a flight from Paris to Delhi. The equipment that Air France used on this day was:

- ♦ A Lebrun TLD air conditioner for the aircraft's air supply;
- ♦ A Charlotte tractor to transport luggage from the terminal to the aircraft;
- ♦ A widebody TLD loader to load the cargo on the plane; and
- ♦ A TLD widebody tug to push back the plane from its parking stand.

Air France is also committed to use other methods and technologies to reduce their environmental impact such as moving away from the use of fossil fuels by transforming old thermally powered baggage carousels into electric-powered carousels with second-life Li-Ion batteries. They are currently testing equipment and wish to start real-life self-guided aircraft approach operations with new electric loaders in the near future.

The airline says that by the close of 2020, nearly 60% of all the ground equipment it uses at Paris-Charles de Guelle and Paris-Orly will be powered by electricity, and hopes this percentage will be as high as 90% by 2025. They are striving to reach carbon neutrality by 2030.

**EMIRATES GOES GREENER ON THE GROUND****Source: TTR WEEKLY**

Emirates has revealed that nearly a third of its crew transport buses in Dubai will now operate on biofuel, making their future in reducing emissions shine a little brighter. The airline's transport bus provider, Al Wegdaniyah, has committed to operating all of these trips with biodiesel powered buses provided by the biodiesel producer Neutral Fuels, which uses locally-sourced used cooking oil as feedstock.

A fleet of nearly four dozen buses that bring airline employees back and forth from home and the workplace will be effected by this, reducing carbon emissions by 75,000 kg annually. The airline is not new to making these carbon-reducing decisions, with previously investing in 210 electric vehicles for on-ground operations. Their focus is on three main areas of the environment: emissions reduction, responsible consumption, and the preservation of wildlife. They continue to research new technologies and operations to make their day-to-day activities less carbon-intensive.

**ALTITUDE AEROSPACE HAS BEEN SELECTED BY POTEZ AERNAUTIQUE TO SUPPORT THE ENGINEERING DEVELOPMENT OF THREE COMPOSITE DOORS FOR EVIATION'S ALL-ELECTRIC AIRCRAFT PROGRAM – 'ALICE'****Source: Canadian Aviation News**

An all-electric 9-seater aircraft called Alice has its first flight successfully planned for 2021. AÉRONAUTIQUE has been collaborating on several aircraft programs since 2017 including the Dassault Aviation F6X program and Aerion AS2 supersonic aircraft. This venture is meant the value of partnerships to drive collaborative innovation. The partnership is a way to address engineering and manufacturing struggles when dealing with innovative ways to modify or create aircraft with little environmental impact and address other aircraft deficiencies, such as the modification of aircraft doors. "We are pleased to be working with POTEZ AÉRONAUTIQUE on this project as it is an additional opportunity for ALTITUDE AEROSPACE and POTEZ AÉRONAUTIQUE to reinforce our respective positioning as a leader of aircraft door development and innovation. The agility of this partnership allows us to address engineering and manufacturing challenges in a new industrial era" said Nancy Venneman, President and Founder of ALTITUDE AEROSPACE. The company is hopeful that they will strengthen their partnership and will benefit from the added value of teamwork.



**NTSB MOVES FORWARD IN MEETING FEDERAL DATA STRATEGY, REQUIREMENTS FOR OPEN DATA**  
**Source: NTSB News Release**

The National Transportation Safety Board Announced the successful launch of its new public-facing database query system for NTSB investigations, safety recommendations and dockets across all of the NTSB's investigative modes. This query system took two years to make, and was built in order to help users more easily access NTSB data and changes the way NTSB shares information with other agencies. In the old systems, there was no way to submit queries for investigative details or for findings in non-aviation investigations. Now, the system is linked with NTSB's SAFTI system (System for Analysis of Federal Transportation Investigations), which allows for a broader spectrum of data to be accessed. CAROL, the new system is named, allows users to conduct queries for all subjects such as rail, pipeline, hazardous materials, marine, highway and aviation, and much more. The system is built to map out specific questions like "to what degree are safety management systems, or impairment, or fatigue a factor in NTSB-investigated accidents across all modes of transportation?". All of the 15,000 safety recommendations the NTSB has issued since its establishment in 1967 can be accessed on CAROL by users. Analysts are in the process of consolidating each of the 350 accident reports that were generated from 175 investigations involving multiple aircraft since 2008 and will be available on CAROL when it is completed. The purpose of this project is to allow for a better understanding of who is interested in this data, a more efficient way of authenticating data with other agencies, a better control of what the agency is publishing and a generally more transparent data system.

**KF AEROSPACE: ANYTHING BUT A ONE-TRICK PONY**

**Source: SKIES – Lisa Gordon**

Barry Lapointe, founder of Kelowna Flightcraft (now called KF Aerospace) in 1970, a renowned aircraft maintenance engineer and commercial pilot, says that his company is anything but a one-trick pony. The company started as a small mobile aircraft repair service out of his pickup truck and has grown steadily, now providing services such as maintenance, repair and overhaul, air cargo, aircraft engineering and modifications, leasing, charters and military pilot training. Over the years, the company has operated passenger airlines, reinvigorated older aircrafts and engineered useful modifications for hundreds more. "It was just myself and my dog," said Lapointe during a recent video address to KF Aerospace staff. "Look at us now. I take great pride in what we do". His employee Mike Coulthard started in the company as a 16-year old washing and refueling aircraft and sweeping the hangar floor, and is now an accredited chief pilot and captain. The company has had its share of ups and downs, such as their airline Greyhound air which had six aircrafts flying passengers from B.C. to as far as Toronto being bought out by Laidlaw and having to shut down their services in 1997, and their major loss of their Purolator contract in 2015 which had been a large portion of their flights. Despite this, and many other losses, KF Aerospace remained optimistic and is now the largest independent, privately owned commercial MRO facility in Canada, based in Kelowna. The company now provides services to many of the large commercial airlines such as WestJet, Sunwing, Air Transat, Air North, Air Canada and many more. Lapointe himself has made an incredible mark on aviation around the world. In a recent anniversary message to employees, he promised to continue to carve out new paths.

**MARK CARNEY SAYS SMART MONEY NEEDS BETTER TOOLS TO MEASURE CLIMATE RISK**

**Source: CBC – Don Pittis**

Former Bank of Canada governor Mark Carney says that the world of business is making a dynamic transition while joining the battle against climate change and argues that the financial sector has been energized by the green movement. Carney proposes a multi-million-dollar realignment that changes the way the world's money is invested by putting investment opportunities on the line for companies not taking action towards lowering their environmental impact. He announced in February the UN Climate Change Conference's (delayed until November 2021) finance agenda, which will be mostly examining issues around reporting, risk, returns and mobilization. A large part of this discussion will be about companies measuring and disclosing their climate impact to investors as a way of deterring companies from doing environmental damage by hurting investment opportunities. This disclosure, Carney says, is essential to transitioning into a greener future. He believes that, in order for this to work, governments need to make this kind of disclosure mandatory for all companies



(TOLGA AKMEN/POOL VIA/REUTERS)

**PRICE IS NOT AS IMPORTANT AS PURPOSE****Source:** *The Revenue Game - Rick McPartlin*

Chief Revenue Offices solve problems. For sellers, they solve problems for current and future buyers needing additional monetized value from the seller. When the buyers receive enough value, the buyer is willing to pay a fee that makes both organizations thrive.

The second group CROs solve problems for is their own company. Most organizations are trying to sell offers made up of products, services, or a combination. These organizations are operated by competing for internal silos whose independent siloed approaches create chaos, eat cash, and inhibit buyer engagement. The problem the CRO solves for their own company is how to create an aligned, purpose-driven Revenue Strategy, that transfers buyer value through a people-first culture.

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