

Budapest, 12 December, 2014

## Key Customers Meeting and Workshop: consultation for increasing the efficiency of European air transport and Hungarian air navigation

**A professional forum was held in Budapest with the participation of pilots from four international airlines – Austrian Airlines, Emirates, Ryanair and WizzAir –, air navigation and technological experts, as well as flight security and navigation specialists. Upon HungaroControl’s initiative, key stakeholders of the air transport sector met for the second time to jointly analyse issues related to increasing flight safety, the improvement of air navigation services, work processes, and aviation procedures. The findings of this year’s two-day forum facilitate both the intensification of communication between pilots and air traffic controllers, and efficient and cost-saving route design, and thus make aviation more economical and environmentally friendly in the airspace controlled by Hungarian air traffic controllers.**

At the second large-scale event organised within the framework of the HungaroControl Service Quality and Customer Satisfaction Programme, air traffic controllers and pilots participating in European civil aviation, as well as flight safety and navigation experts elaborated on the current topics in three working groups. The three main topics of this year’s programme included the actions aimed at the introduction of Free Route, the concept of flight without marked routes, in the spring of 2015; the further improvement of communication between controllers and pilots; and HungaroControl’s SID and STAR procedures, currently under development, alongside landing by continuous descent and takeoff by continuous climb.

HungaroControl launched its service quality and customer satisfaction programme in November 2013 with the first Airlines Workshop and an online survey to assess changes in airspace users’ needs. The five hundred pilots who participated in the survey in the past two years confirmed in 2013 as well as in 2014 that HungaroControl’s service quality is rated 90 percent. Awareness of the HungaroControl brand has nearly doubled in 2014. Among the 18 airlines participating in the surveys, key respondents include the pilots of Air Berlin, Air Serbia, British Airways, Emirates Airlines, Etihad Airways, Lufthansa, Ryanair, Tarom, Turkish Airlines and WizzAir.



**About HungaroControl**

*Due to its state-of-the-art technology and cutting-edge developments and services, HungaroControl Magyar Légiforgalmi Szolgálat Zrt is one of the most accurate, most efficient and most reliable service providers in international aviation, and an active regional initiator and co-operating partner of the European Union's integration efforts under the Single European Sky.*

*According to EUROCONTROL's statistical data and forecasts, the number of flights in Europe is 10 million per annum, and in the next 20 years this figure may even double. During the past few years HungaroControl has launched several significant projects to improve its air navigation services, guarantee the safe management of the increasing air traffic, and promote the imminent success of the integration undertaken by the European Union.*

*In addition to improving its traditional air navigation services and technical and technological background, one of HungaroControl's strategic objectives is the establishment of a Central European air navigation knowledge centre in the next two to three years in a joint effort with its partners. The handing over of the new air navigation centre allowed HungaroControl to relocate its businesses engaged in innovation to a single site, the building vacated by ANS. The establishment of a knowledge centre is justified by increasing international market demand for research and development, simulation and training to support air navigation, which is partly generated by European integration and the establishment of functional airspace blocks.*

*The purpose of HungaroControl's capital investment projects is to enable the Central European Functional Airspace Block (FAB CE), a regional co-operation of seven Central European countries, to provide excellent services and operate at the highest technical and technological standard.*

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