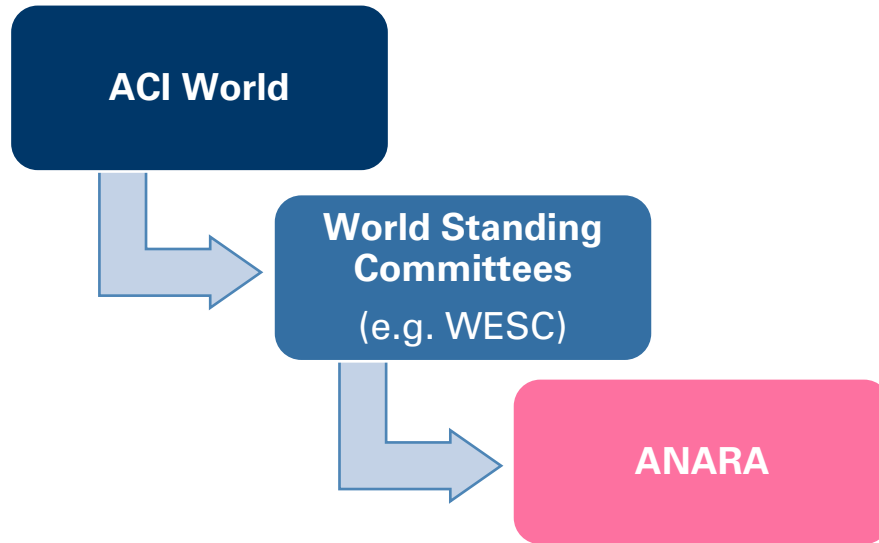# ACI ANARA: Airport's Non-Aeronautical Revenues and Activities

ACI Europe
Commercial & Retail Conference

Helsinki, Finland

October 23, 2024

Airport's Non-Aeronautical Revenues and Activities

ACI World

World Standing Committees

(e.g. WESC)

ANARA

➢ **Sub-Committee of** ACI's World Economics Standing Committee (**WESC**).

➢ Forum for experts to **exchange knowledge and intelligence on non-aeronautical revenues**.

➢ Develops **best practices and recommendations** for the improvement of airports' commercial businesses.

➢ Organised by **working groups** on specific subjects.
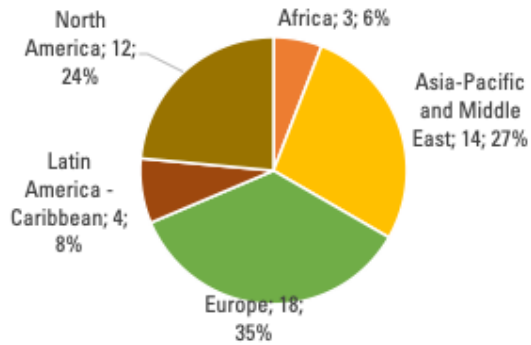
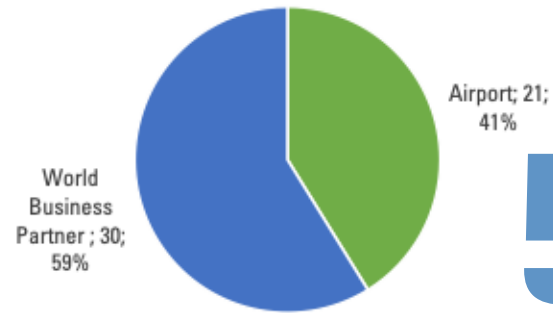# ANARA Membership

Airports

World Business Partners

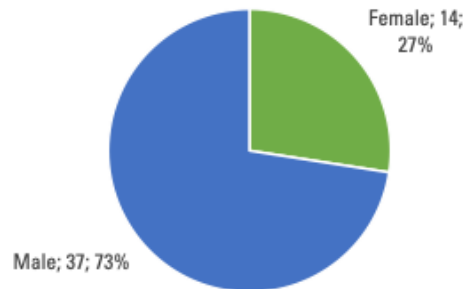# 51 Members

ANARA Composition

Members by Geography

North America; 12; 24%

Africa; 3; 6%

Asia-Pacific and Middle East; 14; 27%

Latin America - Caribbean; 4; 8%

Europe; 18; 35%

Members by Types

Airport; 21; 41%

World Business Partner ; 30; 59%

51 Members

Members by Gender

Female; 14; 27%

Male; 37; 73%

Members by Working Groups

- WG1: Digital — 12
- WG2 Concession Agreements — 15
- WG3: Retail — 11
- WG4: Ground Access — 8
- WG5: F&B, Hospitality, and Leisure — 18
- WG6: Sustainability — 15
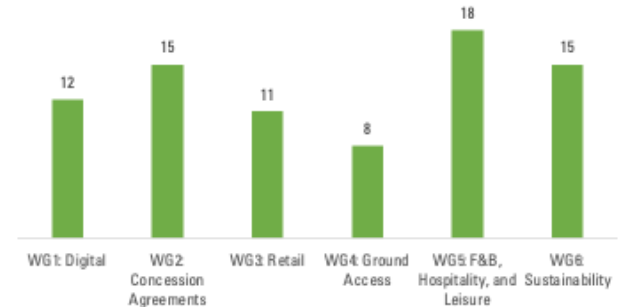
ANARA WORKING GROUPS 2024

WG1 Digital

WG2 Concession agreements

WG3 Retail

WG4 Ground Access

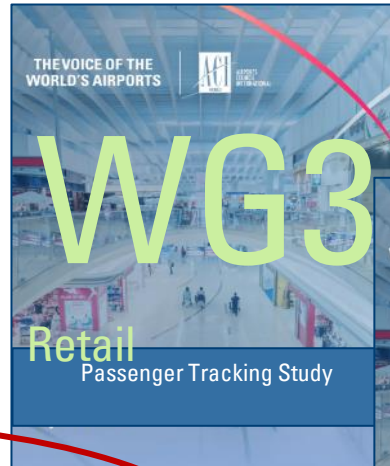WG5 F&B, Hospitality, and Leisure

WG6 Sustainability

PUBLICATIONS IN Q3-Q4 2024

3. White Paper on Airport Lounges

4. Passenger Tracking Study

5. Enhancing Revenue Through Optimized Airport Landside Access

WG5
THE VOICE OF THE WORLD'S AIRPORTS
F&B, Hospitality & Leisure
White Paper on Airport Lounges

WG3
THE VOICE OF THE WORLD'S AIRPORTS
Retail
Passenger Tracking Study

WG4
THE VOICE OF THE WORLD'S AIRPORTS
Ground Access
Enhancing Revenue Through Optimized Airport Landside Access

WG4 WHITEPAPER UPDATES 2024

Updated structure and more global content approach in 2nd edition:

Significant Trends

Discussion of emerging trends and "hot topics" for airports in regards to landside access

Modes of Transportation

Description of 11 transport modes, incl. the newly added *micro mobility* and *electric vehicle infrastructure*

Added case studies for modes; TNCs (e.g. Uber), eVTOL, micro mobility, vehicle parking

Sustainability and IT

Considerations for sustainability in regard to landside access

Discussion of supporting IT systems

Focus case 1: Uber implementation at PRG

Battling Negative Reputation: Prague's taxi services has historically faced criticism for overcharging and unethical practices.

Need for Reform: Václav Havel Airport sought solutions for clearer fare information and improved reliability.

Transition to Modern Services: App-based taxi services gained popularity, leading to a formal concession process.

Uber Partnership: In 2023, Uber became the official taxi provider, enhancing service quality and passenger trust.

Diverse Booking Options: The system includes the Uber app, physical kiosks for fare calculations and payment, and in-person service desks for better accessibility (e.g. cash payment).

Focus case 2: Micro mobility hub at DUS

Diverse Mobility Options: The DUSsharing hub at Düsseldorf Airport offers passengers a range of transportation alternatives, including electric scooters and e-bikes, for sustainable travel to/from the nearby city centre.

Convenient Location: Located just a two-minute walk from the terminal and with additional pick-up and drop-off zones throughout Airport City.

Seamless Vehicle Rental: All vehicles available at the hub can be rented directly on-site, with options listed in the respective provider's apps for convenience (incl. Free2move, SHARE NOW, Lime, and Bolt)

Focus case 3: Premium parking at AMS
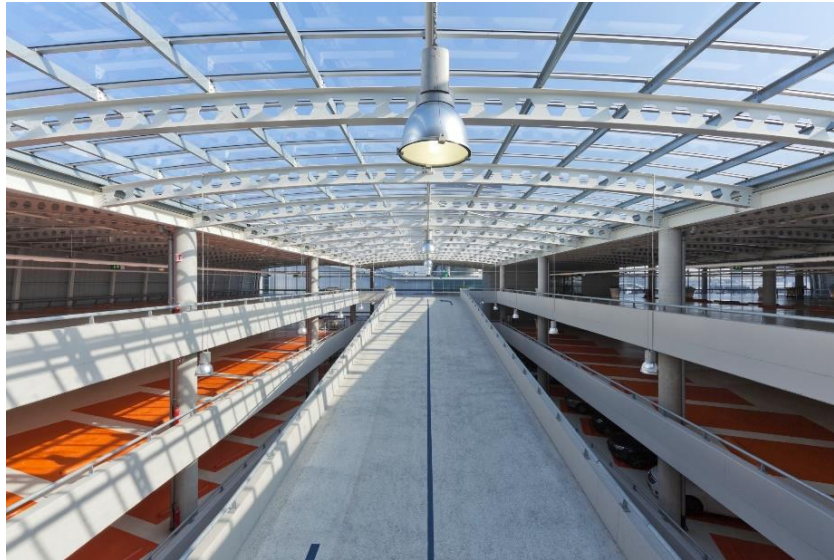
Premium Location: Located in direct connection to Terminal 3 and near the VIP entrance, with easy access to the A4 motorway.

Spacious Design: 16,000 m² facility with 400 vehicle capacity, featuring extra-wide 2.80-meter parking bays and column-free spaces.

Innovative Architecture: Semi-open steel grid façade for natural ventilation, central skylight for natural illumination, and "bubble deck" concrete floors.

Exclusive Amenities: Comfortable waiting area with complimentary coffee and workspaces.

Convenient Booking: Online reservation recommended, with drive-in access available for Privium Plus members.

Focus case 4: "Flying taxis" at DXB

Strategic Location: Skyports' eVTOL facility at Dubai Airport is expected to open in 2026 and is positioned for seamless integration with airport infrastructure and Dubai Metro network.
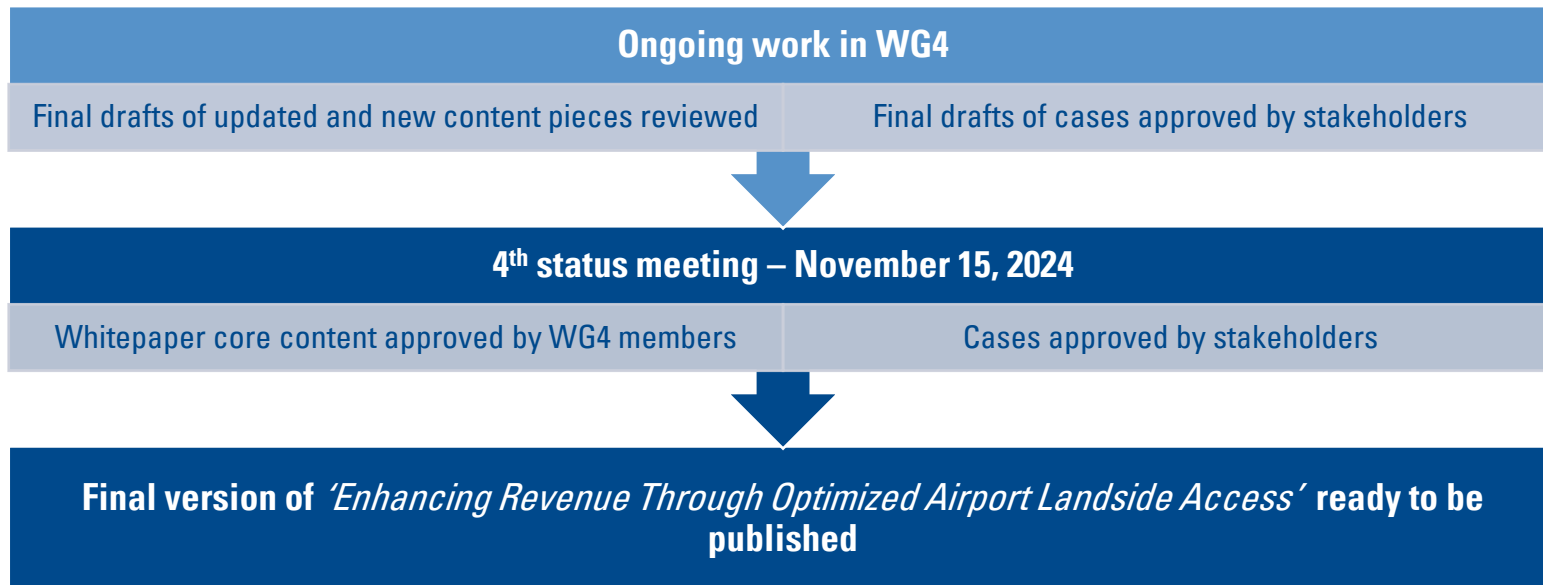
Innovative Design: Elevated deck structure with state-of-the-art facilities for eVTOL aircraft, featuring sustainable architectural elements.

Reduced Travel Times: Air taxi service aims to cut journey times significantly, e.g., DXB to Palm Jumeirah in 10 minutes vs. 45 by car.

Passenger Comfort: Interior designed with warm, natural materials for a luxurious environment, complemented by green landscaping.

Integrated Booking: Advanced reservation system connects with other RTA transportation options for seamless multimodal travel – launching by 2026.

WG4 WHITEPAPER NEXT STEPS

Ongoing work in WG4

Final drafts of updated and new content pieces reviewed	Final drafts of cases approved by stakeholders

4th status meeting – November 15, 2024

Whitepaper core content approved by WG4 members	Cases approved by stakeholders

Final version of *'Enhancing Revenue Through Optimized Airport Landside Access'* **ready to be published**

PUBLICATIONS / DOWNLOADS 2022-24

Concession Agreements: Guide for Airport Managers and Commercial Operators
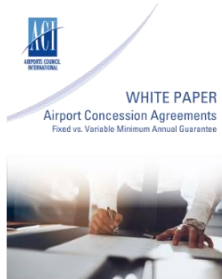

Retail Optimization for Small and Medium-Sized Airports White Paper

White Paper – Path to Recovery: The Airport Retail Perspective

White paper – Regulatory Threats and Opportunities in Airport Retail

White Paper: Airport Concession Agreements

White Paper: Business Models between Airport Operators and Concessionaires

Handbook: Optimal Integration of Airport Ground Access Services

Policy Paper: Sustainable Airport Ground Access

Available at the ACI World Publications site here

Thank you

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