



ACI SURVEY Airport Capacity, Post-COVID19

Eugene Leeman

WED 10 MAR 2021 – webinar EUROCONTROL + ACI-E



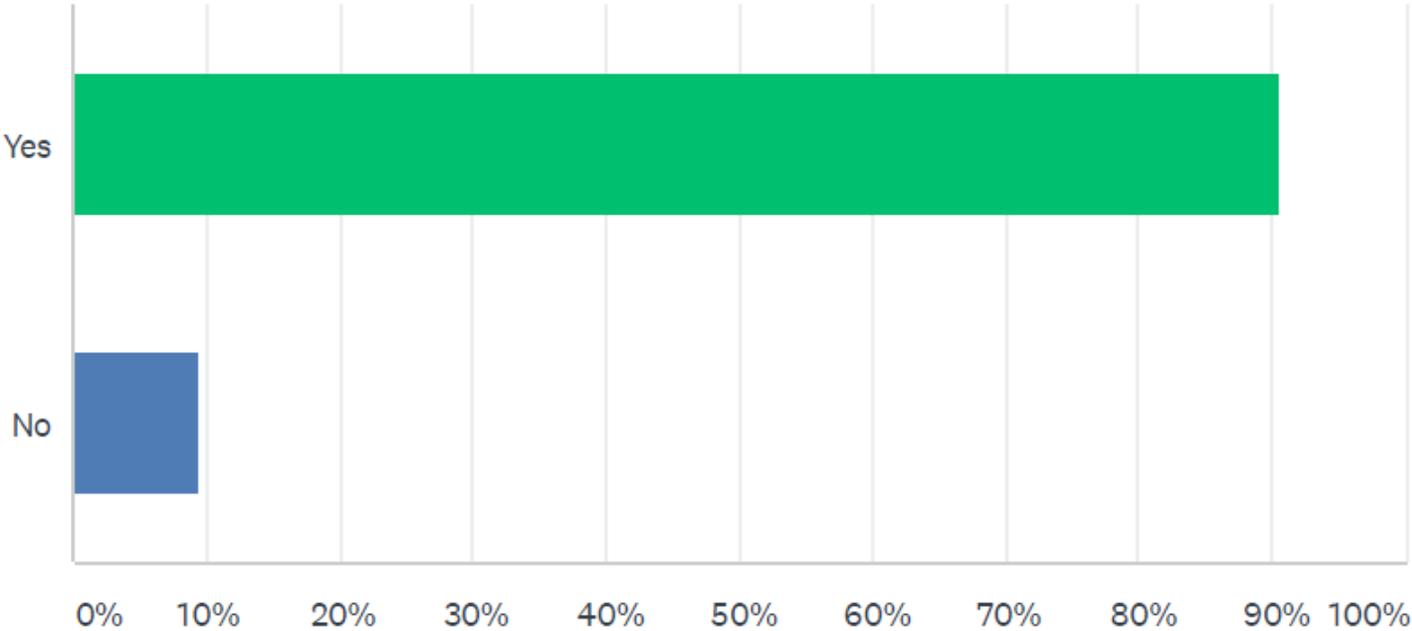
Survey question types & responses

- The questions for the **ACI Survey** were related to the preparation for the Summer 2021, what the were the challenges the airport operators faced, testing practices, lessons learned, outlook and way forward.
- In total 81 surveys were returned from following stakeholders:
 - ❑ Airport Operators : 72 (target audience)
 - ❑ ANSPs : 6
 - ❑ Other 3

Summer 2020 - preparation

Did you feel you were **well prepared for the anticipated summer peak 2020** (that didn't happen) ?

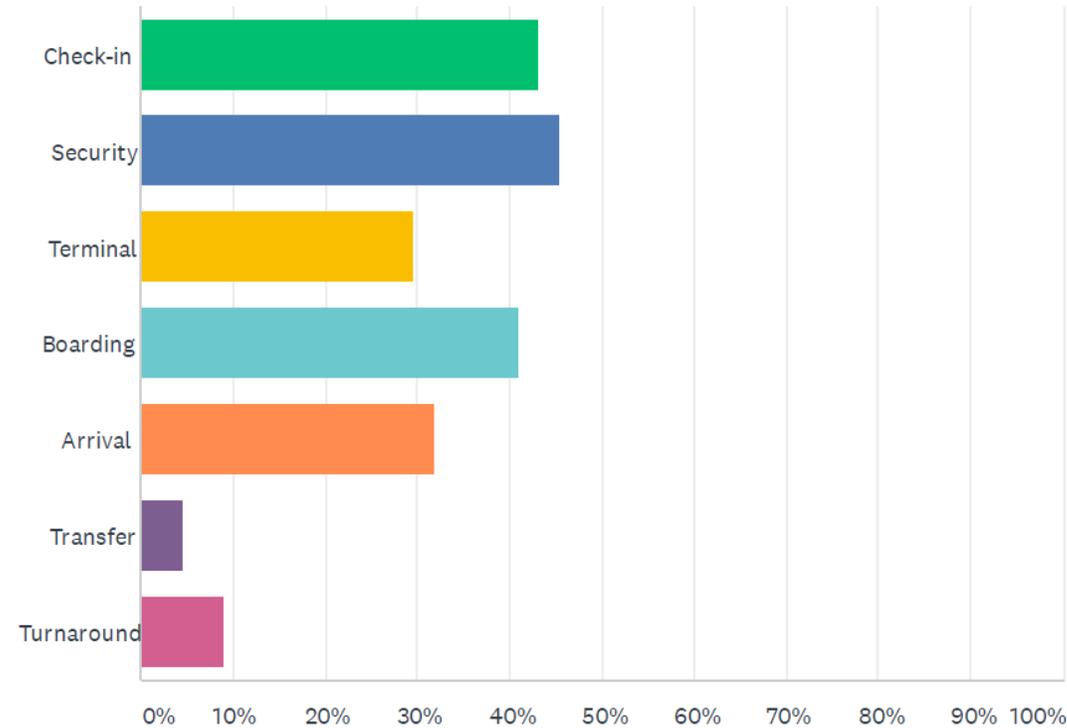
Answered: 53 Skipped: 29



Summer 2020

During what process did you observe the **major bottlenecks**?
(choose max 3).

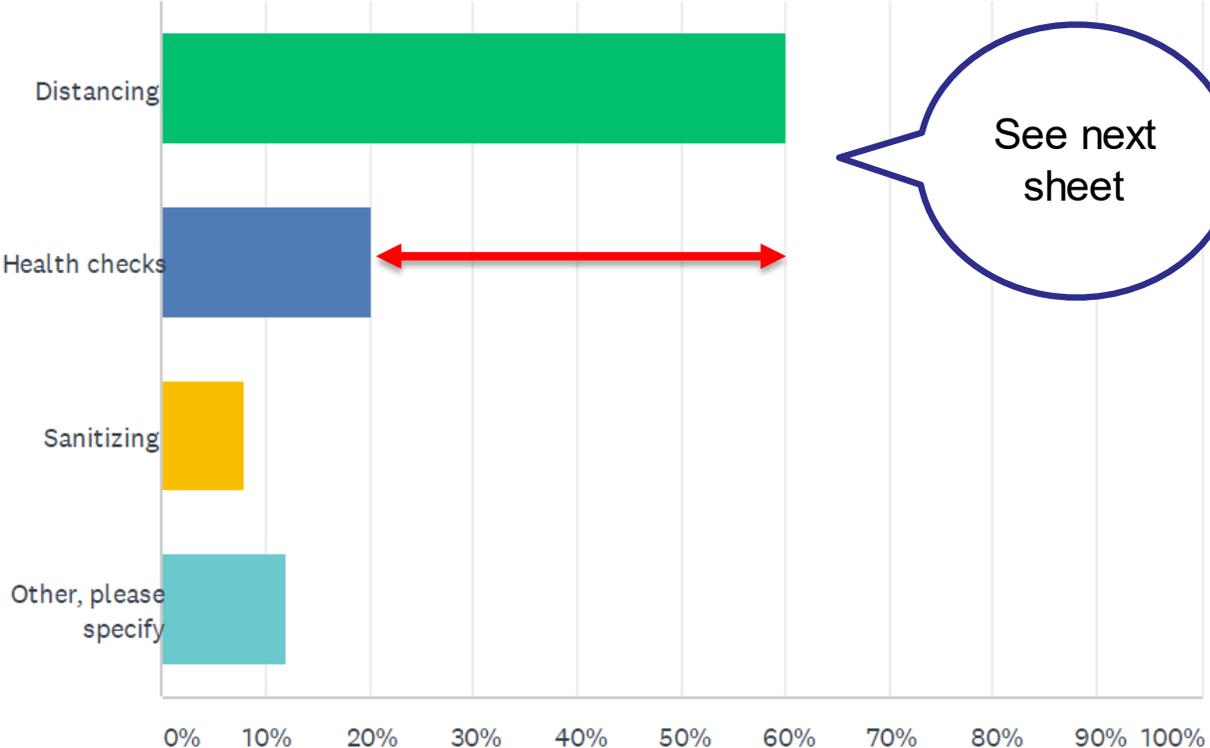
Answered: 44 Skipped: 38



Summer 2020

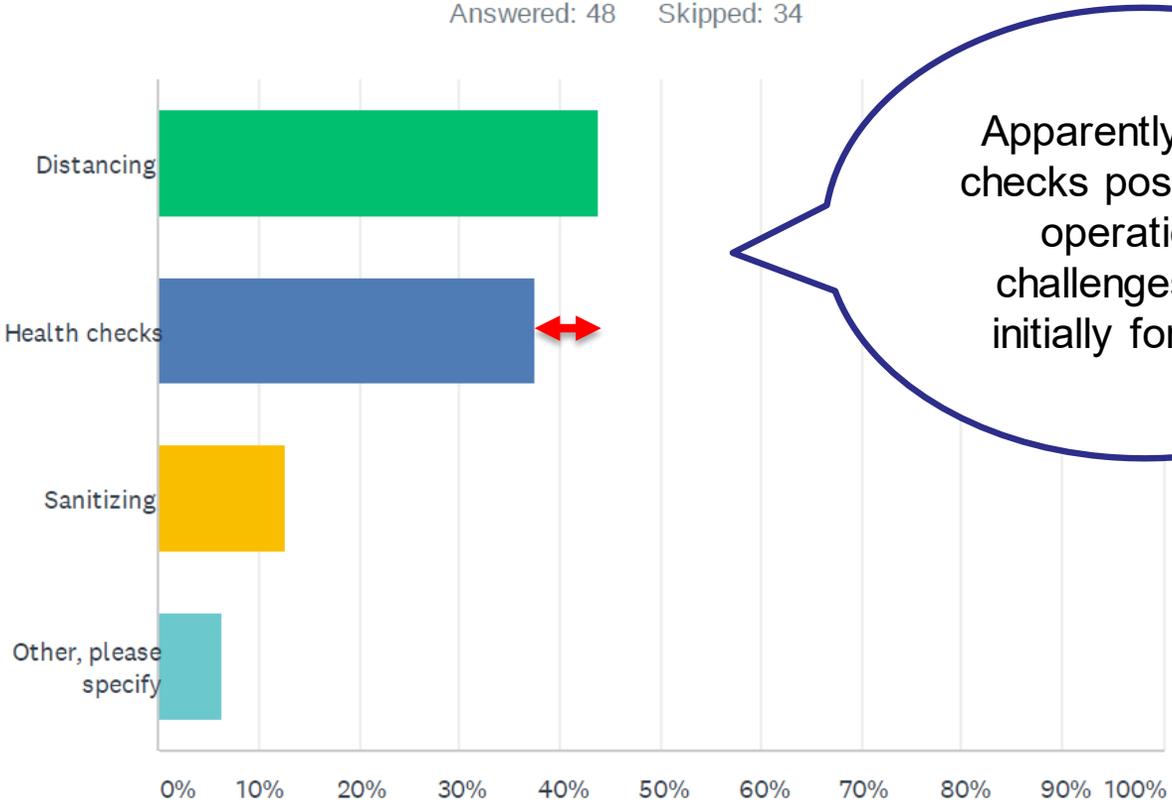
What health measure was the most challenging to implement ?

Answered: 50 Skipped: 32



Summer 2020

What measures posed more of an **operational challenge** once implemented but seemed robust during the planning phase ?

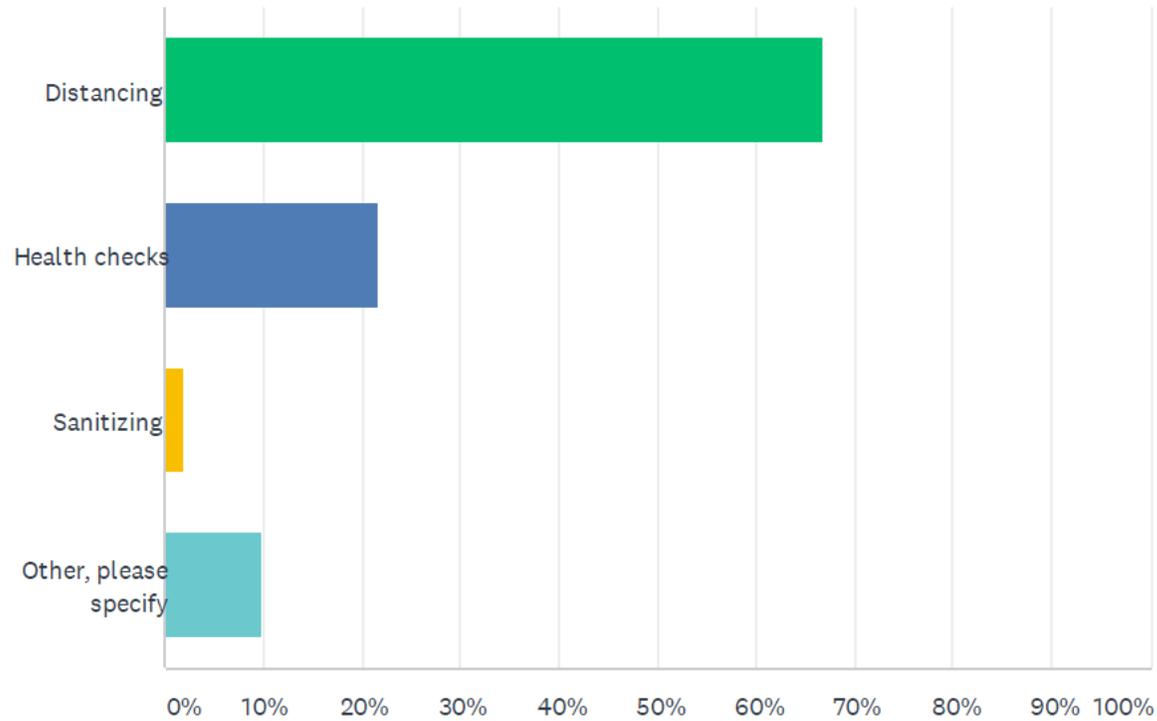


Apparently health checks posed more operational challenges than initially foreseen

Summer 2020

What health measure had the **largest effect on your operation** ?

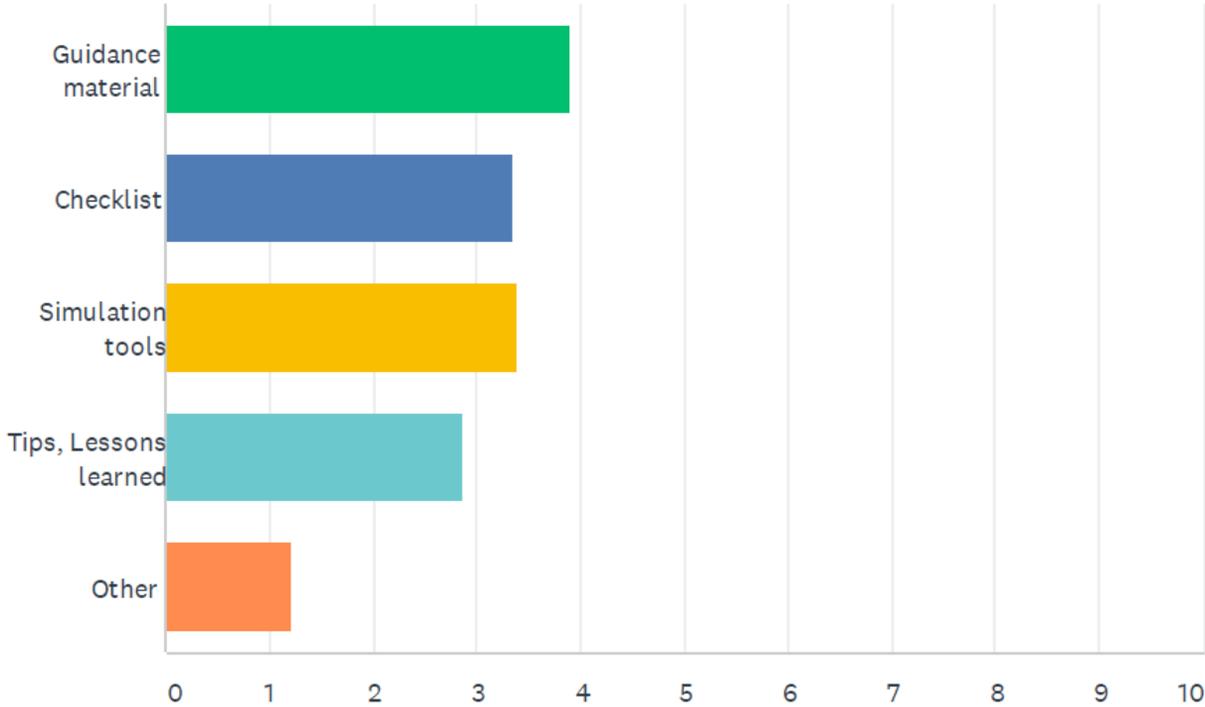
Answered: 51 Skipped: 31



Present

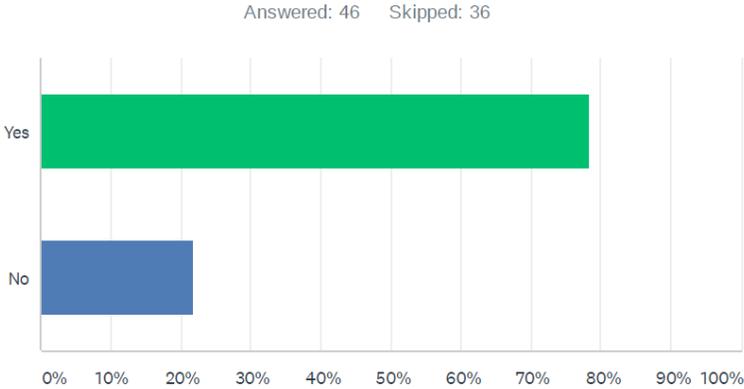
What **planning tools** to you consider **most useful** when trying to understand the various COVID scenarios ?

Answered: 42 Skipped: 40

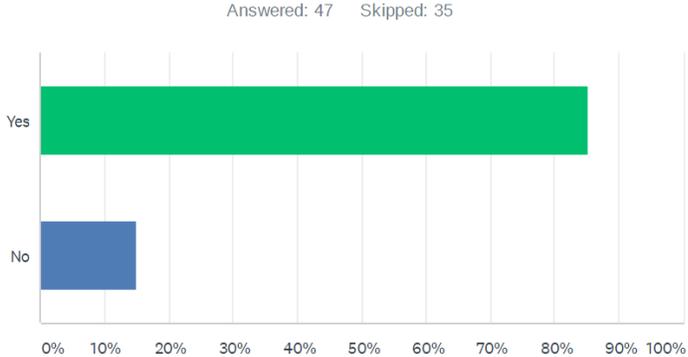


Present

Is a **negative Covid-19 test mandated** for arrival passengers up to 72h before arrival ?



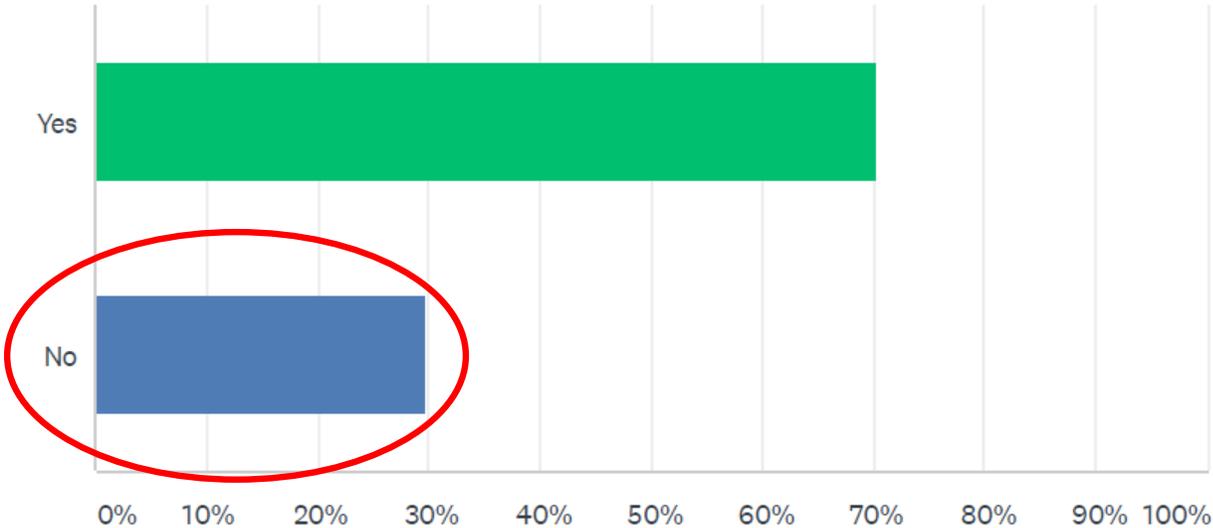
Does the airport have a **facility for testing** passengers on site ?



Present / Future

Is a **testing strategy** in place to **increase passenger confidence** to regain travel ?

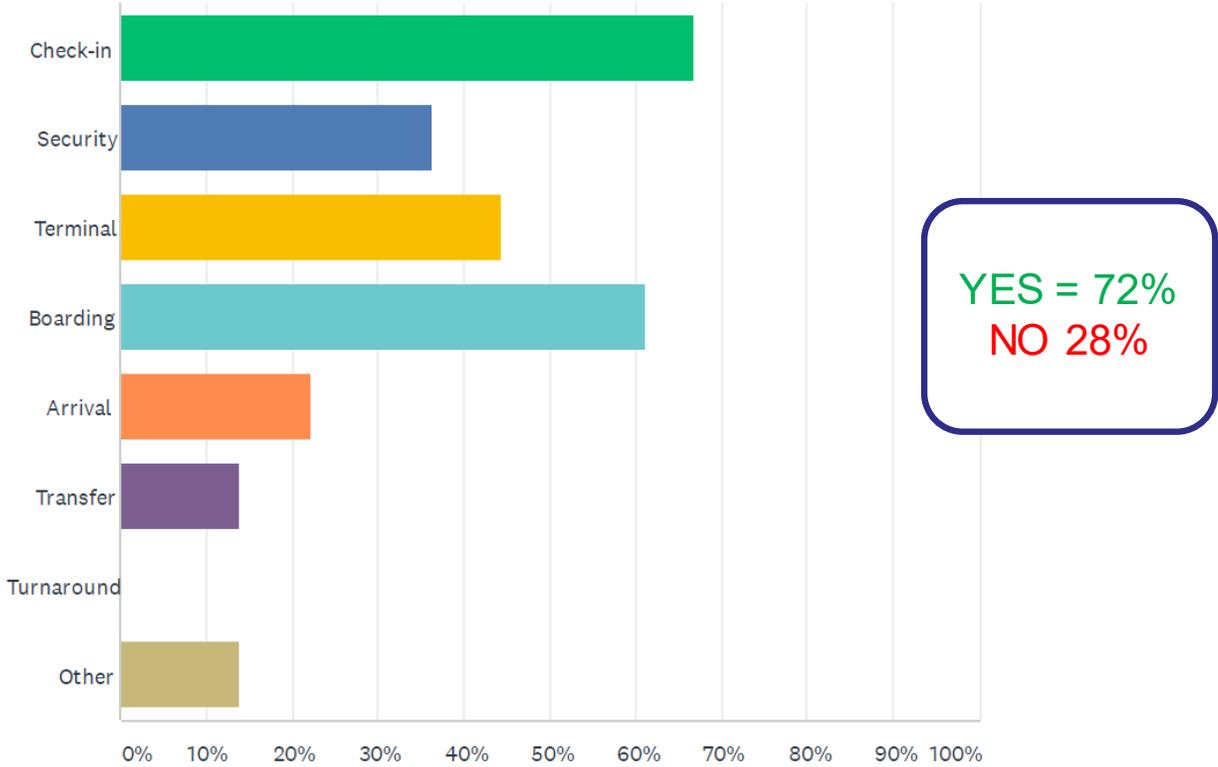
Answered: 47 Skipped: 35



Present / Future – Contactless technologies

Have you put **contactless technologies** in place, or plan to implement this year ?
If YES, in what areas (tick boxes that apply) ?

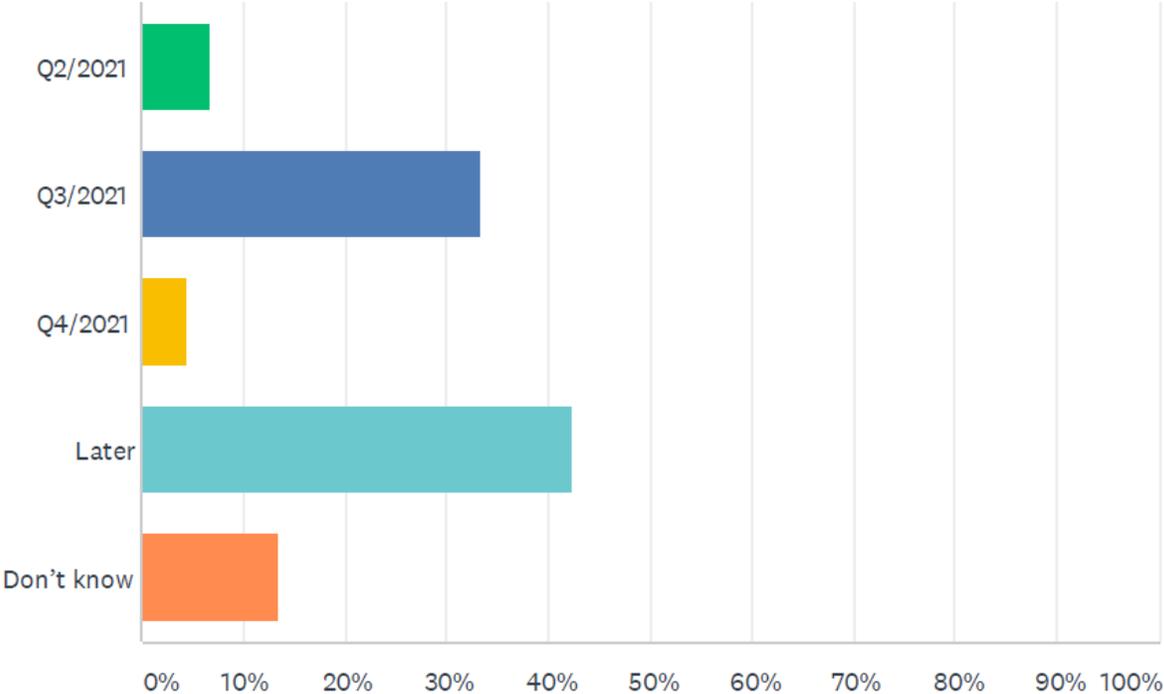
Answered: 36 Skipped: 46



Future

When do you expect your airport will see **passenger levels to exceed 50%** compared with Summer 2019 ?

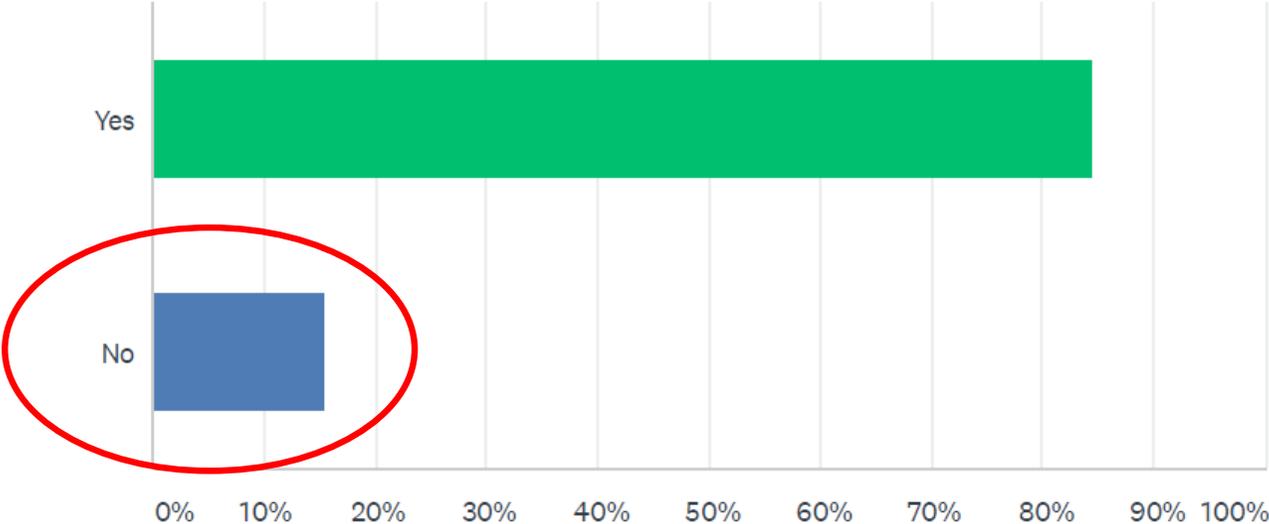
Answered: 45 Skipped: 37



Future

Would your airport be able to cope with **significant increase in traffic demand** this summer ?

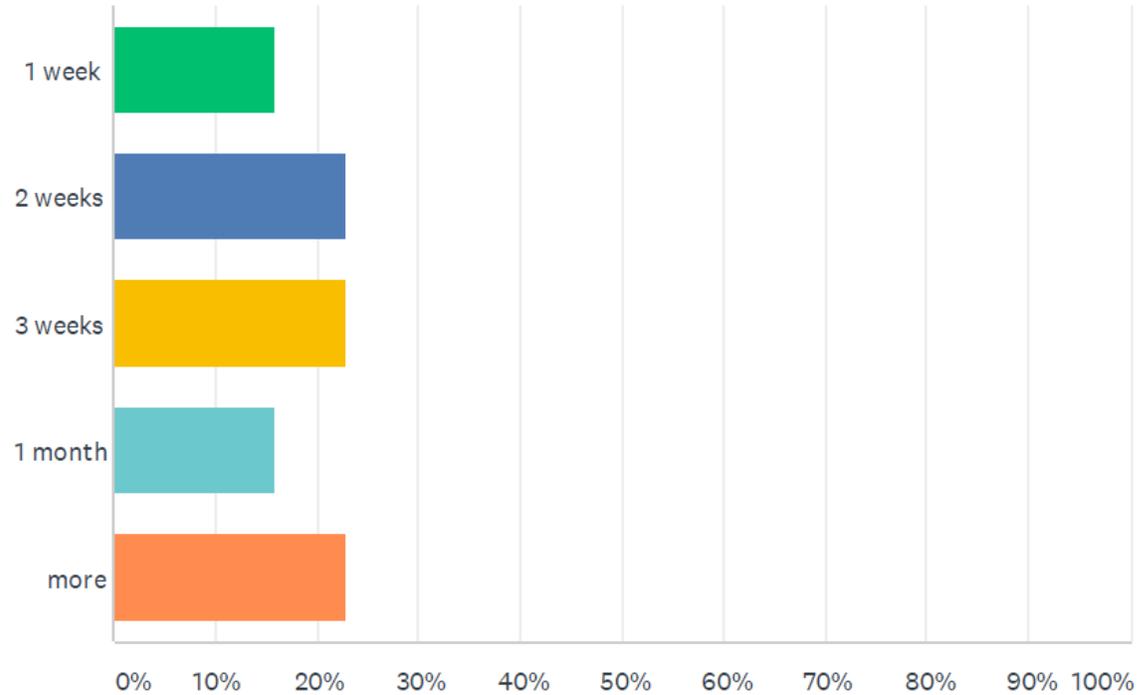
Answered: 45 Skipped: 37



Future

How much **lead time** would you need to scale up to **50% of passengers** compared with Summer 2019?

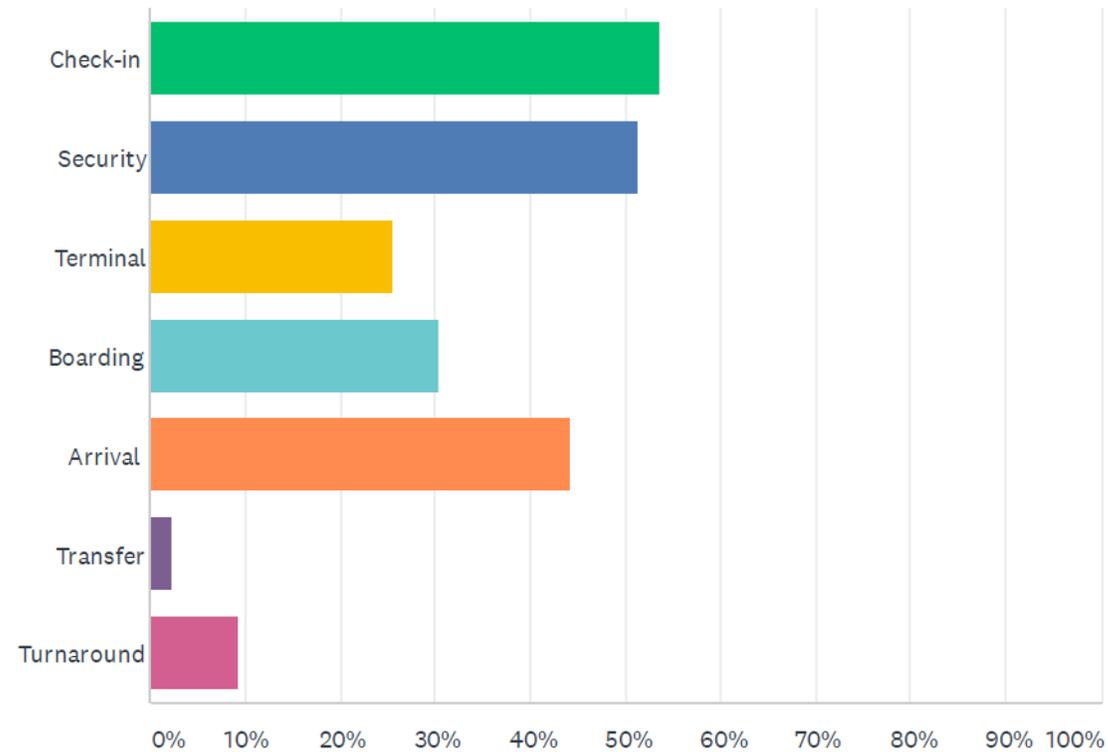
Answered: 44 Skipped: 38



Future

During what process do you anticipate the **major bottlenecks** during the recovery process ? (choose max 3)

Answered: 43 Skipped: 39



Summary ACI Survey



Period	Feedback
Summer 2020	Most operational issues were experienced at check-in, security, terminal, boarding and also arrival . Less at turnaround and transfer. (same applies for the outlook)
	Health checks were more difficult to implement than originally anticipated. However the distancing had the most impact on the operation.
Present	70% of the airports say there is a testing strategy in place to increase passenger confidence to regain travel, but 30% report they don't .
	72% of the airports have (or plan to) have contactless technologies in place, or plan to implement this year. Focus is on departing passengers .
Outlook	85% of the airports would be able to cope with significant increase traffic demand this summer, but 15% think they can't .
	35% of the respondents think that they will see passenger levels in Q3 to exceed 50% compared with Summer 2019 . More than 40% anticipate that to happen later in 2022 or beyond.
	There is quite a difference what airports think how much lead time they would need to scale up to 50% of passengers compared with Summer 2019. Ballpark figure is 2-3 weeks or more .