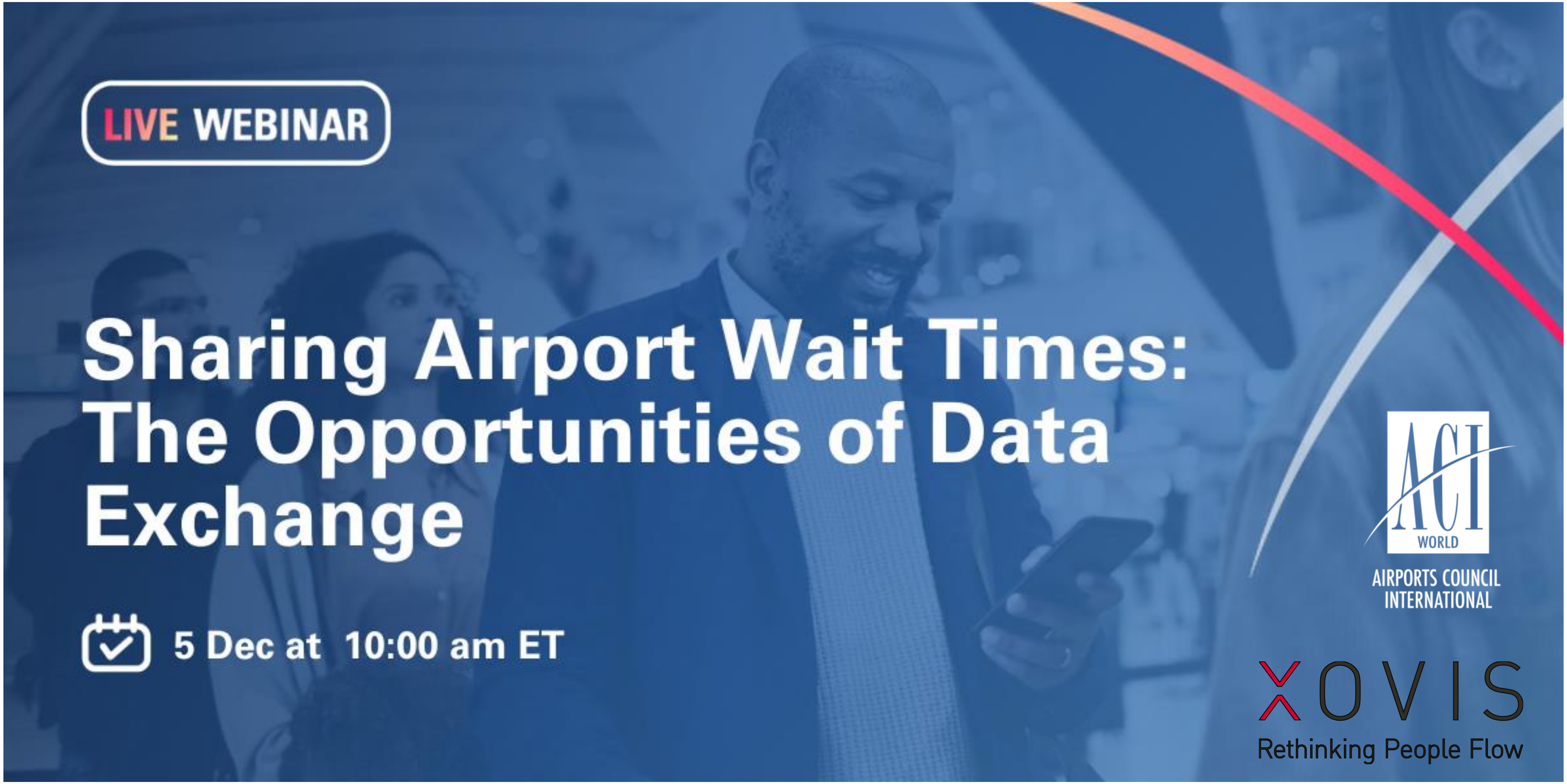

LIVE WEBINAR

Sharing Airport Wait Times: The Opportunities of Data Exchange

5 Dec at 10:00 am ET

ACI WORLD
AIRPORTS COUNCIL INTERNATIONAL

XOVIS
Rethinking People Flow

Our Agenda

- Webinar Introduction
- Panelist introductions
- Presentation by Alexcy Poveda, Data Sharing importance
- Presentation by Florian Eggenschwiler, Sharing Wait Times
- Panel discussion: Sharing Airport Wait Times
- Q&A

Our Panelist

Ismail H. Polat
Chief Planning Officer

IGA Istanbul Airport

Piero Terlizzi
Airport Systems and SOA Development Manager

Aeroporti di Roma

Federico Cabrera
Operations and Customer Experience Manager

Aeropuertos de Uruguay

Chris Marquardt
Director, IT Systems

Minneapolis Saint Paul Airport

IGA Istanbul Airport

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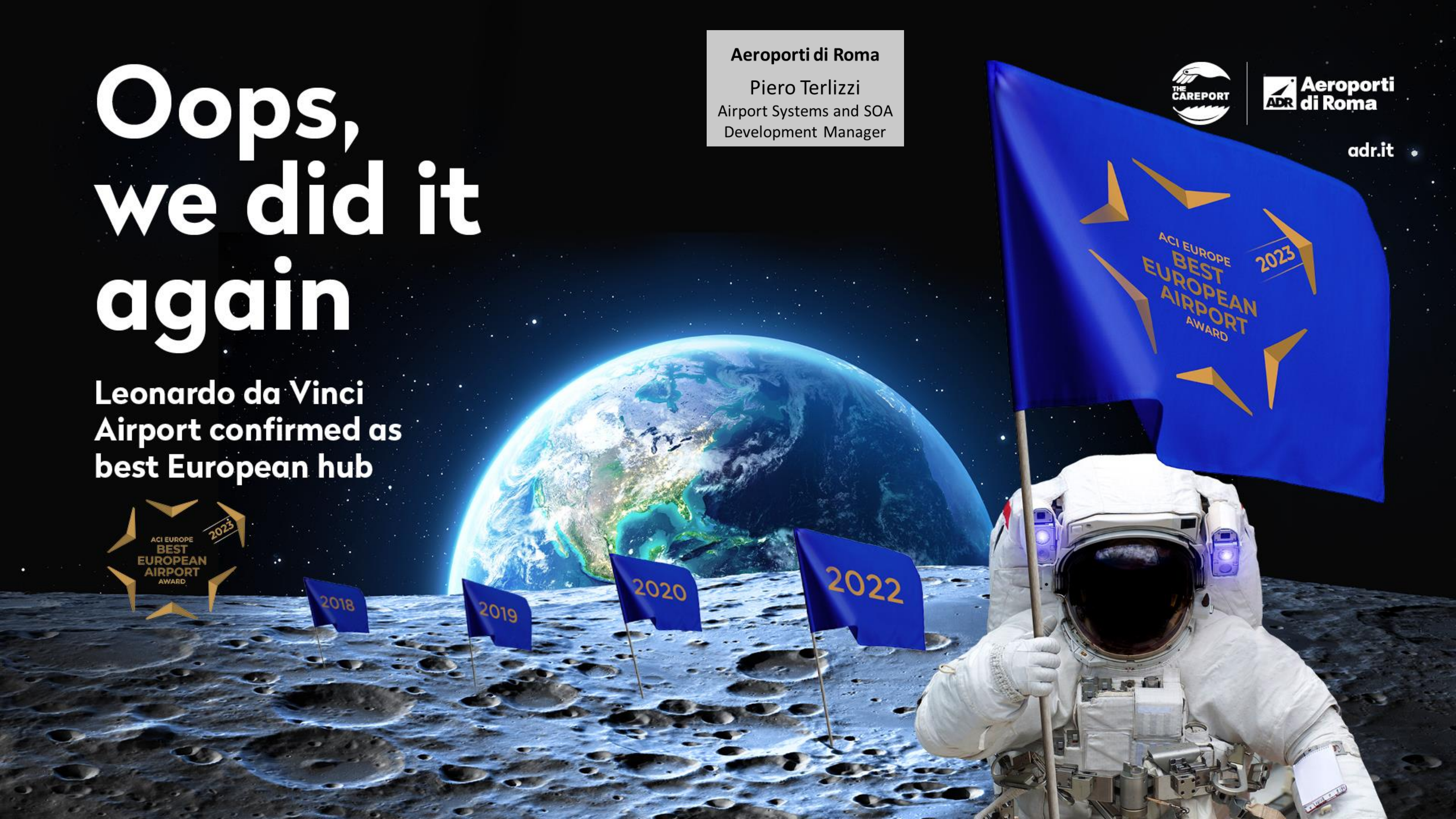

Oops,
we did it
again
Leonardo da Vinci
Airport confirmed as
best European hub
ACI EUROPE BEST EUROPEAN AIRPORT AWARD 2023
2018
2019
2020
2022
ACI EUROPE BEST EUROPEAN AIRPORT AWARD 2023
THE CAREPORT
ADR Aeroporti di Roma
adr.it

Minneapolis Saint Paul Airport

Chris Marquardt

Director, IT Systems

INTERNATIONAL CHECK-IN
DELTA
AGENT ASSIST
SELF-TAGGED BAG DROP
SELF-TAGGED BAG DROP
SKY PRIORITY
TSA Pre✓
CLEAR
All Passengers
Less than 5 min
South Security Checkpoint
All Gates
EFFECTIVE IMMEDIATELY
PASSENGER NOTICE
CHECKED BAGGAGE
SKY PRIORITY

MINNEAPOLIS SAINT PAUL METROPOLITAN AIRPORTS COMMISSION
MAC

Aeropuerto Carrasco de Uruguay

Federico Cabrera
Operations and Customer
Experience Manager

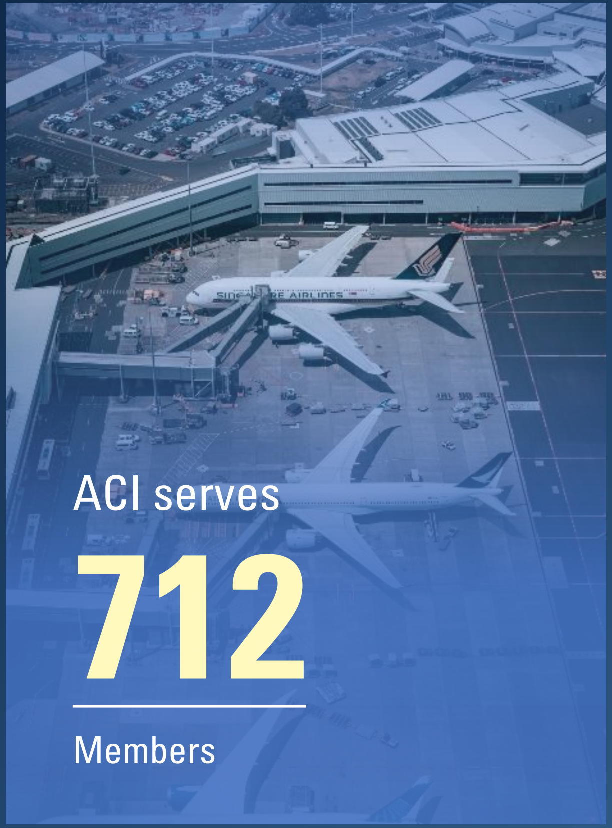
Our presenters

Alexcy Poveda
AirportShare
Product Manager
ACI World

Florian Eggenschwiler
Chief Product Officer
Xovis

AIRPORTS
COUNCIL
INTERNATIONAL

THE VOICE OF THE WORLD'S AIRPORTS



ACI serves

712

Members

operating

1925

Airports

in

171

Countries

As of January 2023

ACI World programs and services

Information Technology

Enabling innovation for the airport community

Safety

World-class airport safety and support for compliance

Security

Vital resources to strengthen airport security worldwide

ACI WORLD
AIRPORTS
COUNCIL
INTERNATIONAL

TECH NEWS

Data is the new gold | Common data language | AirportShare adds value

We live in a world of data

But how can we best share it?

AirportShare
Empowering Air Travel

Situational Analysis - Trends

The Economist

Theresa May v Brussels

Ten years on: banking after the crisis

South Korea's unfinished revolution

Biology, but without the cells

The world's most valuable resource

Data and the new rules of competition

amazon
Google

1 Data is the most valuable resource in the world

2 There is an increasing reliance on technologies by airports and the aviation community

3 Strategies around data are part of the airports' Data Journey

4 Cost of technologies is decreasing while cost of labour, land etc. is increasing

Valuable Data

Data is the most precious information part for a good decision-making process

Actionable data is lost if is not shared on time and with the right people

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AIRPORTS COUNCIL INTERNATIONAL

How to make data available?

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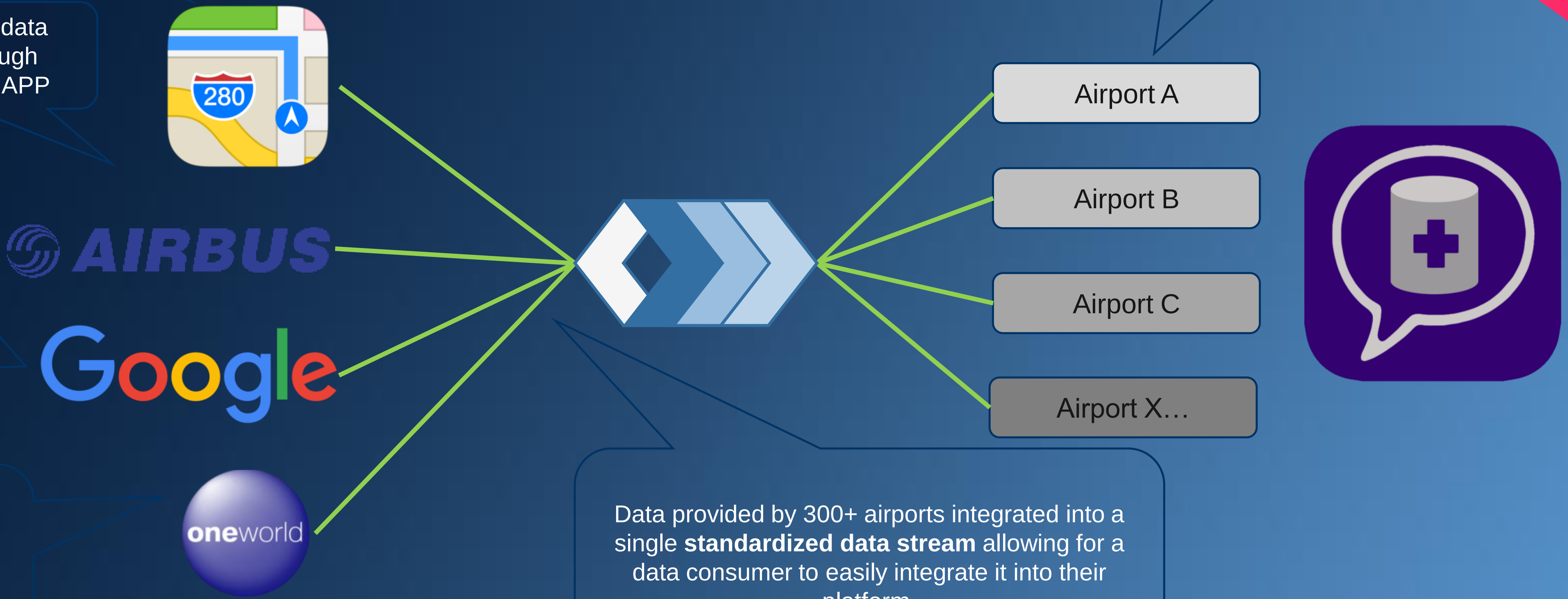
AirportShare Background

Health Data Portal

Data integration already in operation



Airport Health data provided to 1.7 billion Apple Devices

Airport Health data provided through Airbus TripSet APP

Interest to integrate airport data into multiple apps

Expression of interest to integrate airport health data into airline group data platform

Airport Health data provided by 332 airports

Airport A

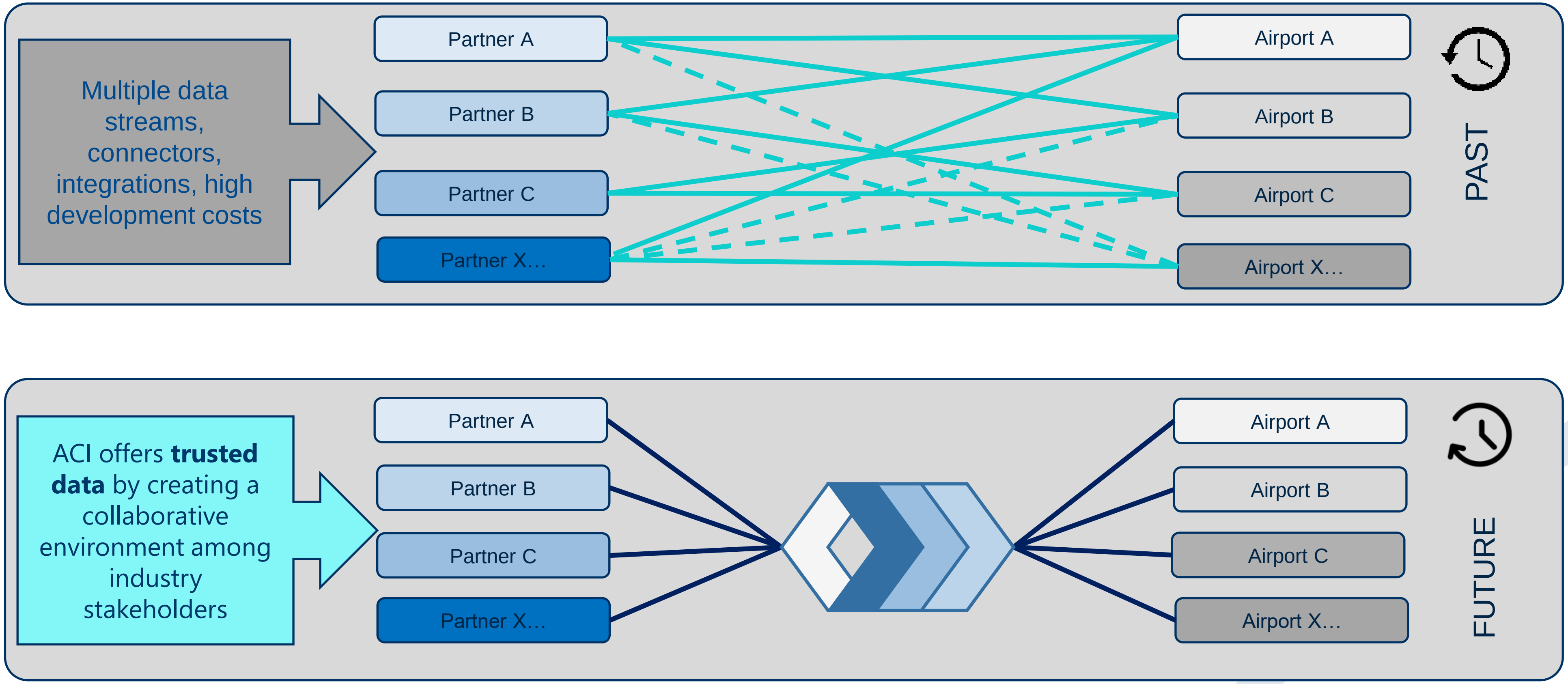
Airport B

Airport C

Airport X…

Data provided by 300+ airports integrated into a single **standardized data stream** allowing for a data consumer to easily integrate it into their platform.

The vision

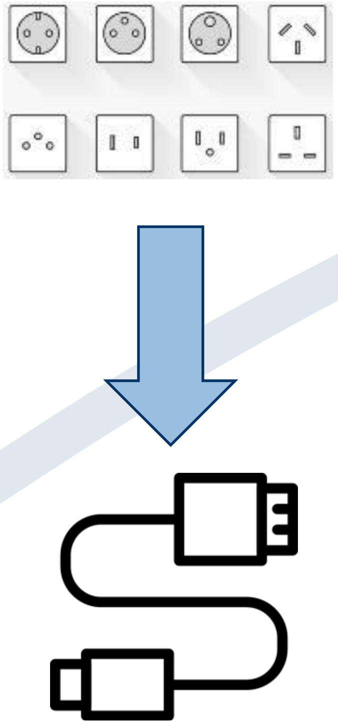


Multiple data streams, connectors, integrations, high development costs

Partner A
Partner B
Partner C
Partner X…
Airport A
Airport B
Airport C
Airport X…
PAST

ACI offers **trusted data** by creating a collaborative environment among industry stakeholders

Partner A
Partner B
Partner C
Partner X…
Airport A
Airport B
Airport C
Airport X…
FUTURE



And the solution…

What is AirportShare?

AirportShare is a platform that **facilitates data sharing** among airports and aviation community.

Its main goal is to provide **accurate** and **updated** data, **shared directly by airports,** to the benefit of passenger, data consumers and airport operations.

Benefits for Airports

Enabler for airports facilitating data sharing at a larger scale

***Single** point of connectivity*

***Wide exposure** of relevant airport data with low cost and effort*

***Productizing** data and simplifying data operations*

Benefits for Stakeholders

Added value of live data across the airport ecosystem

Passengers

Wait times available on their smart devices to better plan their journey times.

Airlines

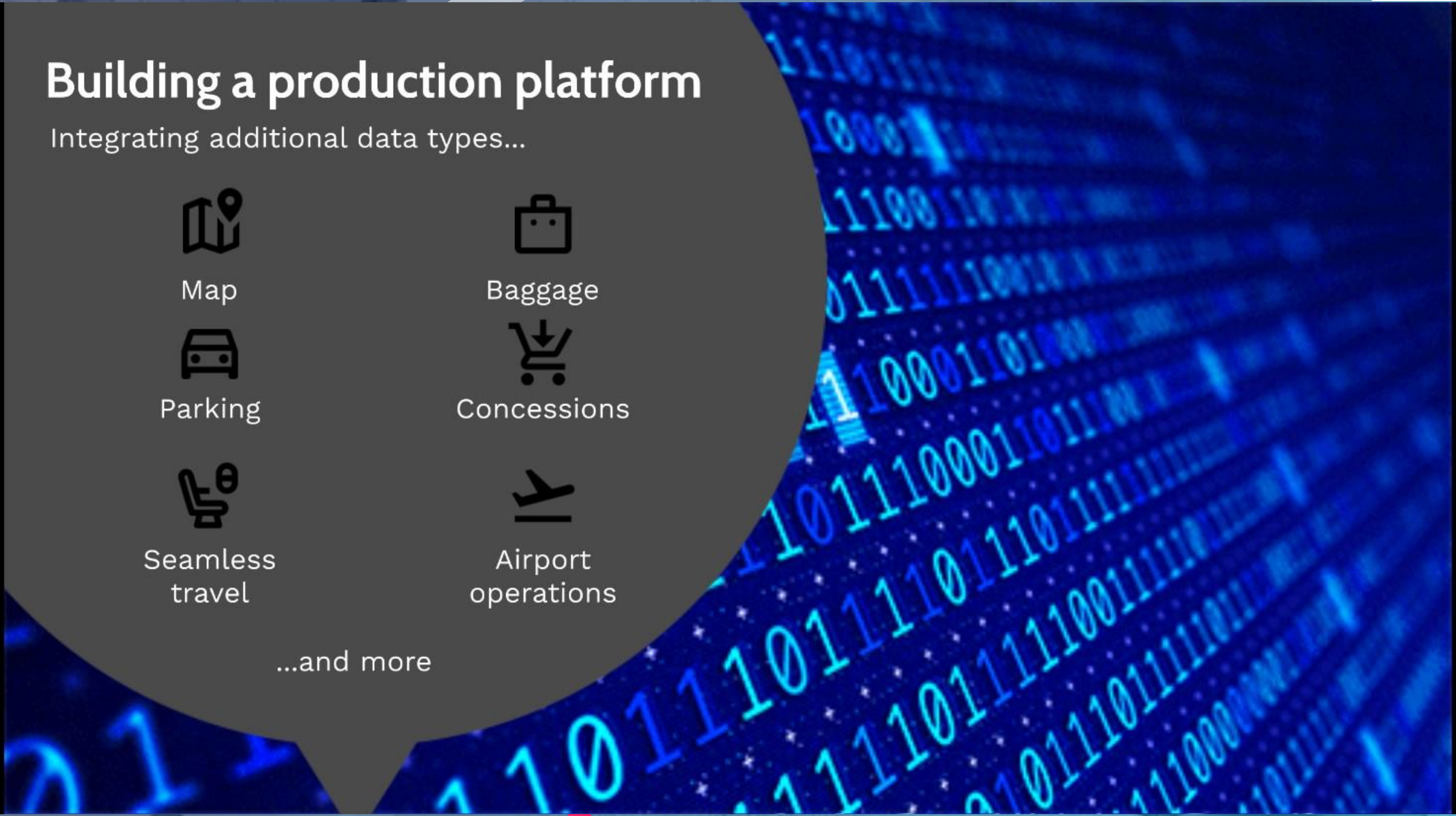
Monitor live checkpoint performance to manage possible flight delays

Airports

Evaluate and address bottlenecks with real time actions

Other stakeholders: VIP lounges, Transportation, hotels, ground handlers

Collate data and provide information to passengers, build historical patterns and predict future situations



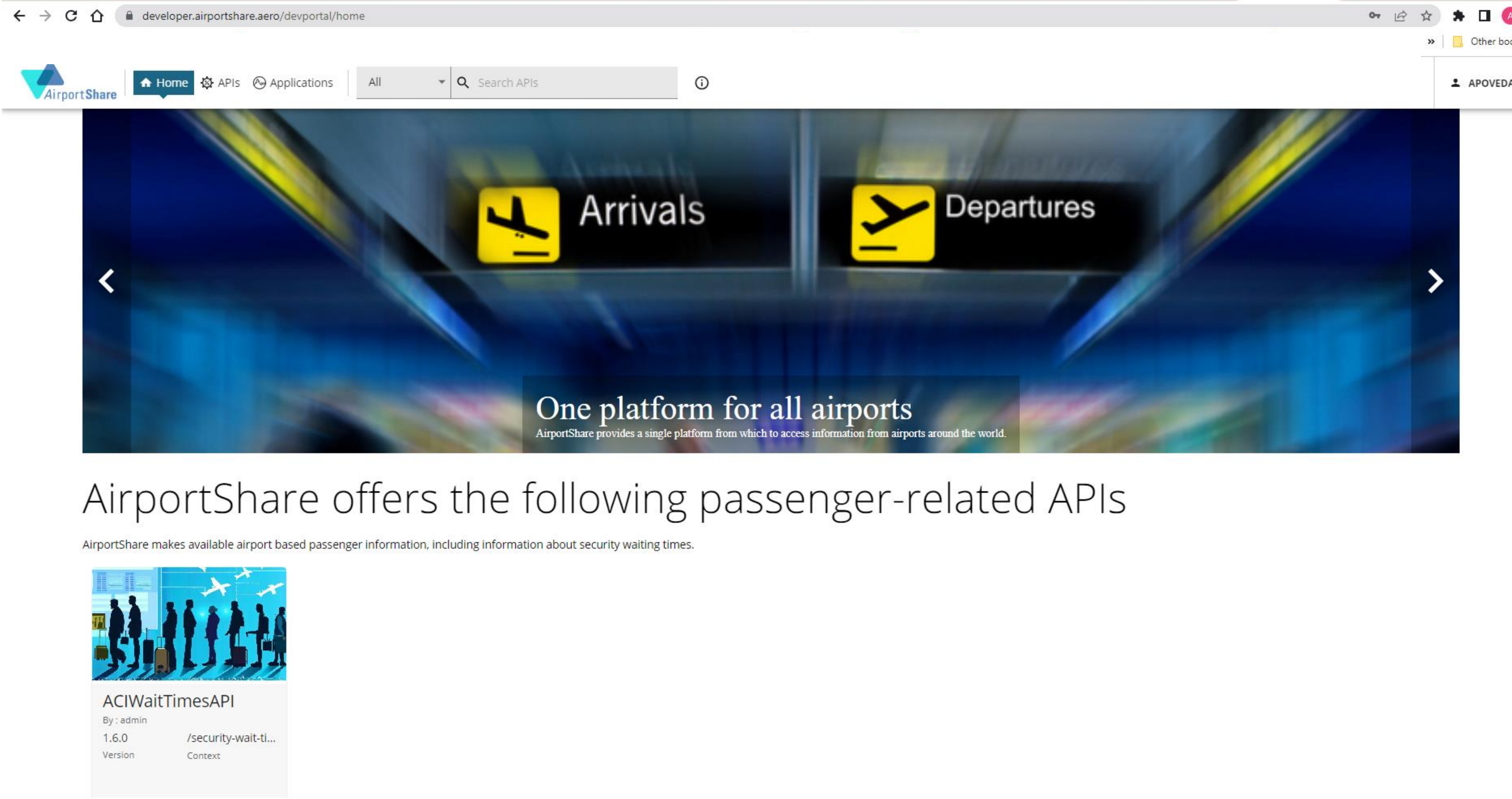
Building a production platform

Integrating additional data types...

- Map
- Baggage
- Parking
- Concessions
- Seamless travel
- Airport operations

...and more

We are live!


developer.airportshare.aero/devportal/home
Other boo
AirportShare
Home
APIs
Applications
All
Search APIs
APOVEDA
Arrivals
Departures

One platform for all airports

AirportShare provides a single platform from which to access information from airports around the world.

AirportShare offers the following passenger-related APIs

AirportShare makes available airport based passenger information, including information about security waiting times.

ACIWaitTimesAPI

By : admin

1.6.0 Version

/security-wait-ti... Context

Thank you

Alexcy Poveda
apoveda@aci.aero

Manager, Airport Technology Products and Projects

ACI WORLD
AIRPORTS COUNCIL INTERNATIONAL

XOVIS
Rethinking People Flow

Sharing Wait Times

ACI Webinar

December 2023

Prepare as well as possible BEFORE your turn
Abflug/Departure
Geschlossen
Closed
Abflug/Departure
Economy
ZÜRICH DUTY FREE
Now Jetzt
27

Nobody likes wait times

Passengers

Stress and anxiety

Frustration and anger

Boredom

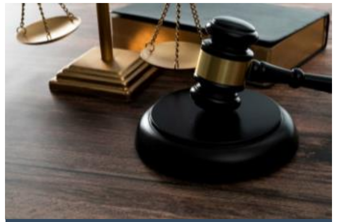
Physical discomfort

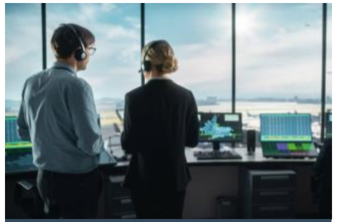
Decreased satisfaction

Impact on decision making

Airport Operator

Staff stress and morale


Regulatory challenges


Competitiveness

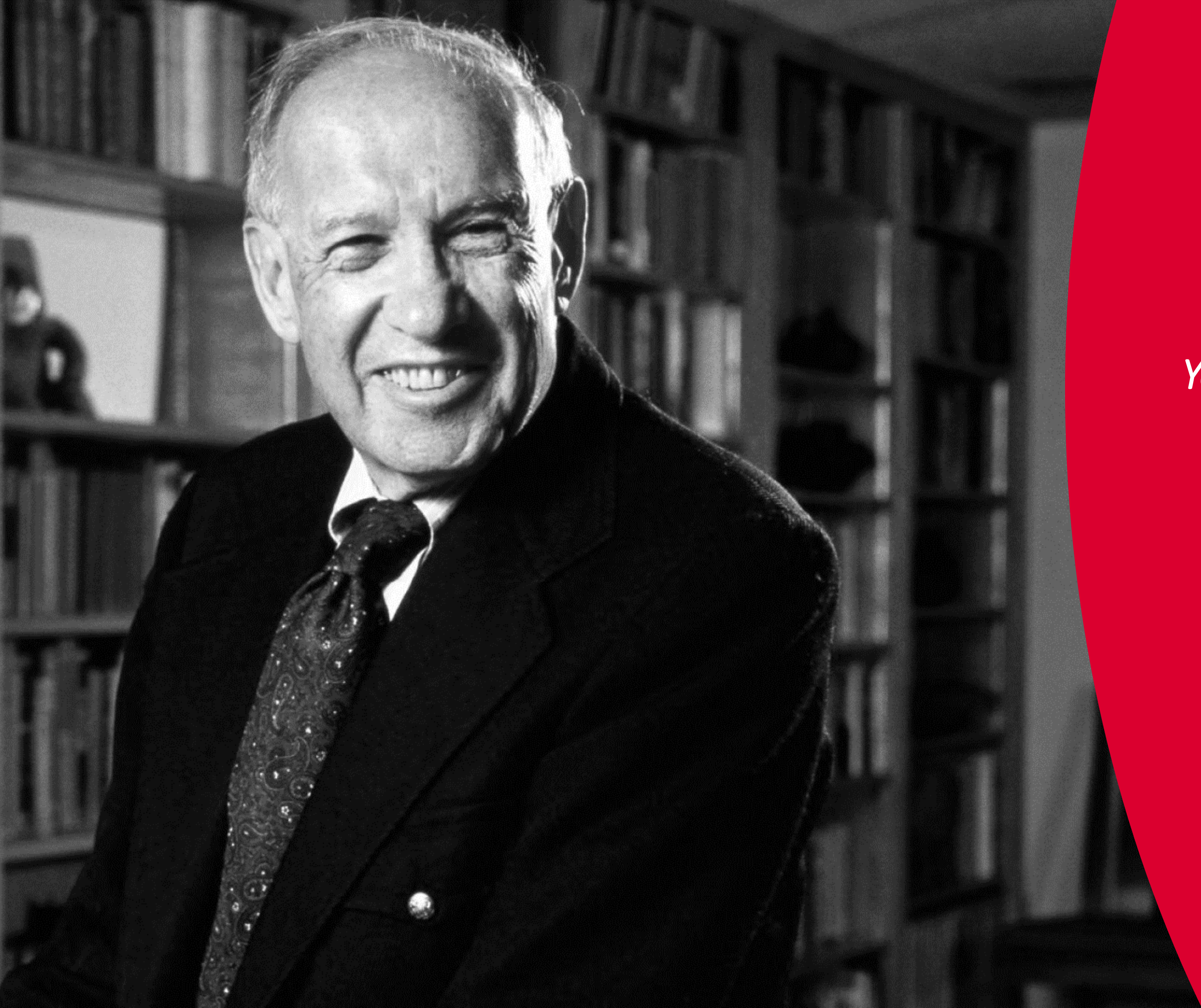
ON TIME
DELAYED
ON TIME
Operational disruption

Other stakeholders

Flight delays

Lower revenues

© Xovis



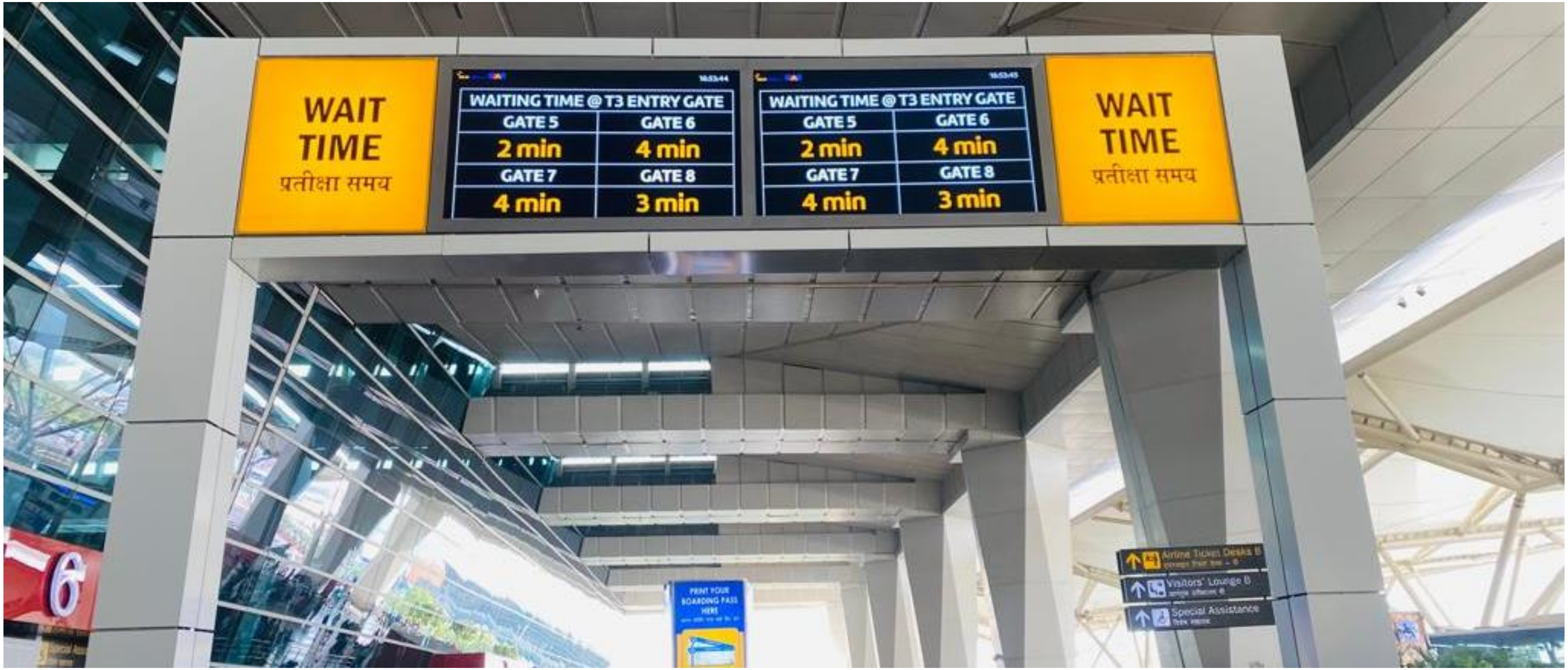
“

You can’t manage what you can’t measure

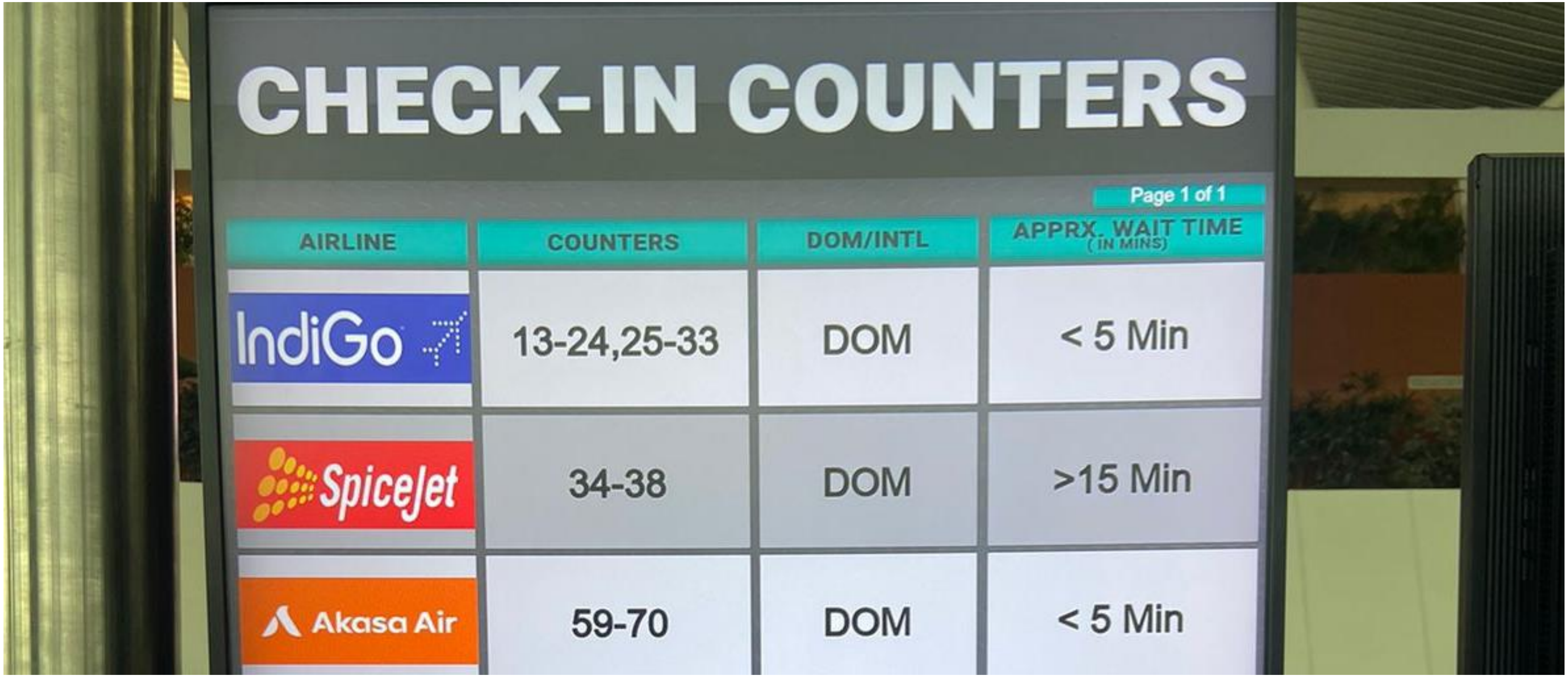
Peter Drucker

→ sharing is caring!

Transparency along the entire customer journey…


WAIT TIME
प्रतीक्षा समय
WAITING TIME @ T3 ENTRY GATE
GATE 5
2 min
GATE 6
4 min
GATE 7
4 min
GATE 8
3 min
WAITING TIME @ T3 ENTRY GATE
GATE 5
2 min
GATE 6
4 min
GATE 7
4 min
GATE 8
3 min
WAIT TIME
प्रतीक्षा समय
Airline Ticket Desks
Visitors' Lounge
Special Assistance
PRINT YOUR BOARDING PASS HERE

…at every touchpoint…

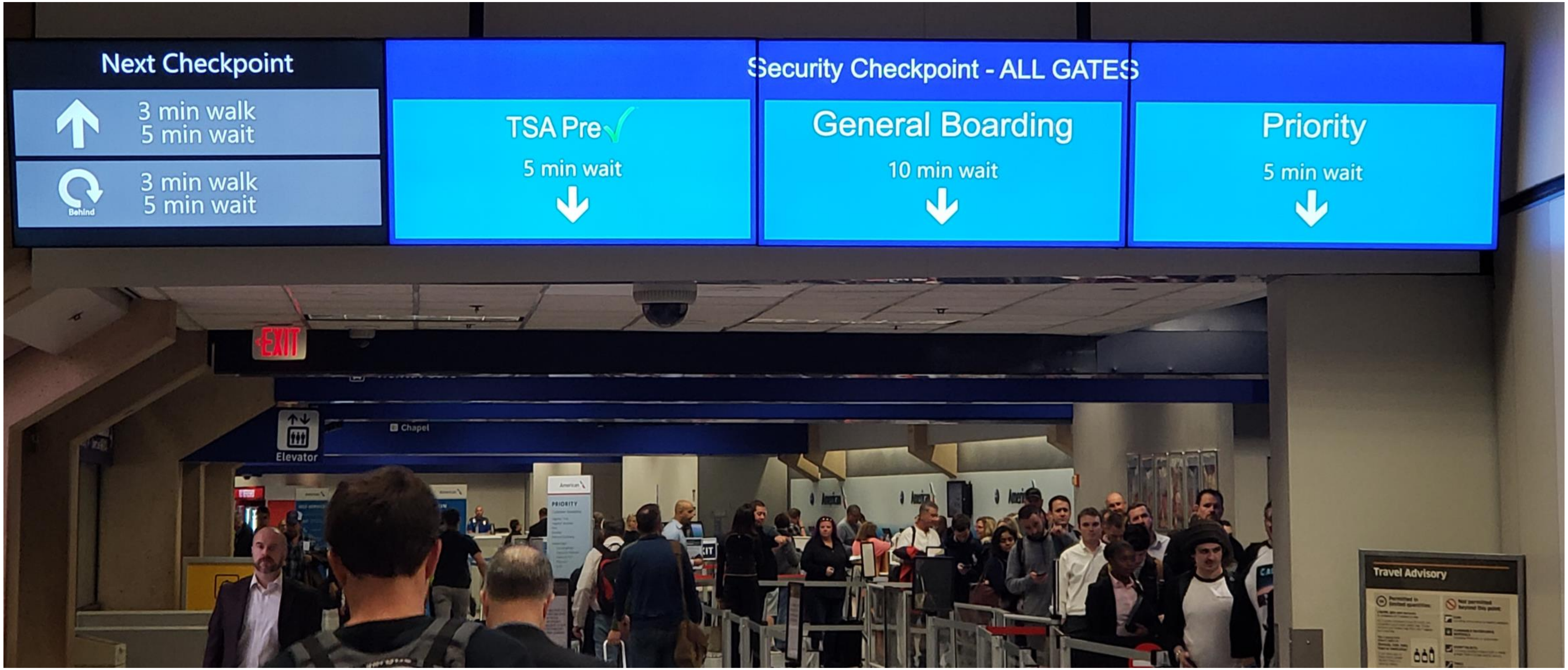


CHECK-IN COUNTERS

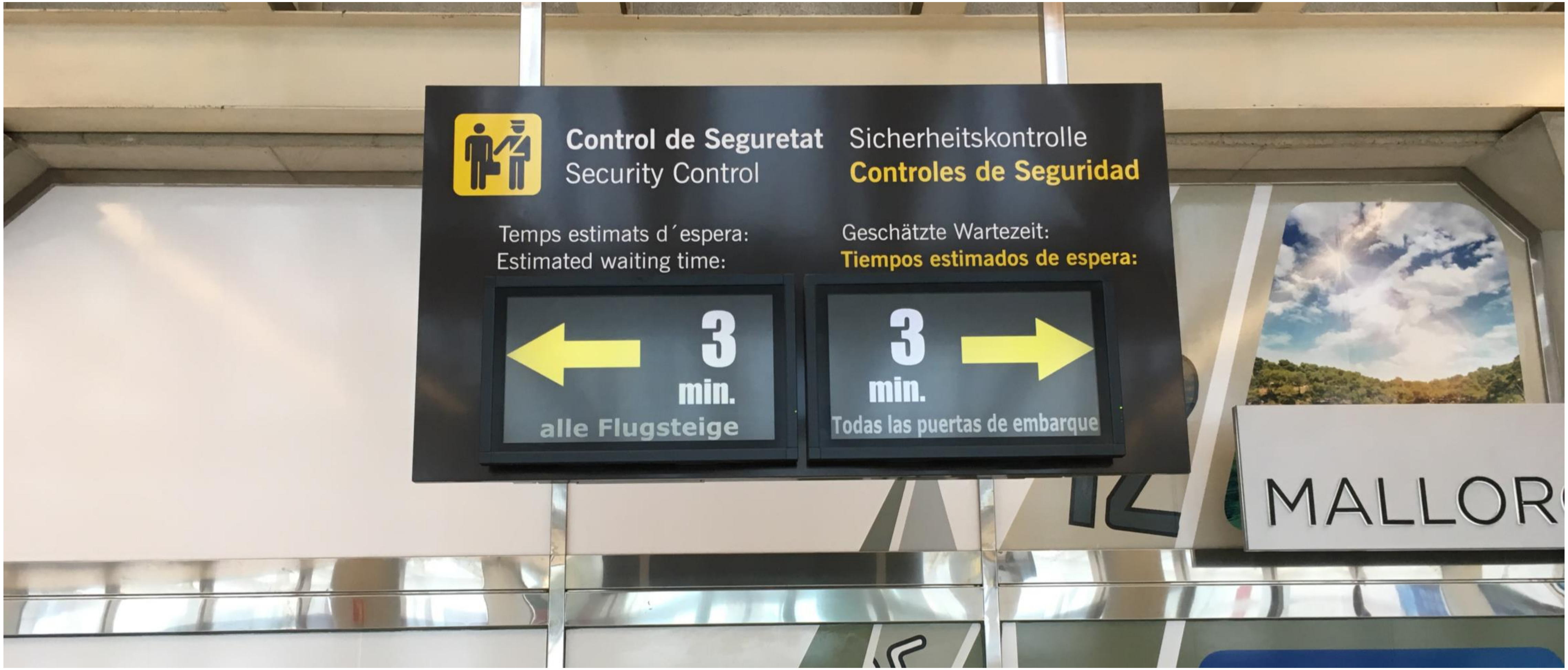
Page 1 of 1

AIRLINE	COUNTERS	DOM/INTL	APPRX. WAIT TIME (IN MINS)
IndiGo	13-24,25-33	DOM	< 5 Min
SpiceJet	34-38	DOM	>15 Min
Akasa Air	59-70	DOM	< 5 Min

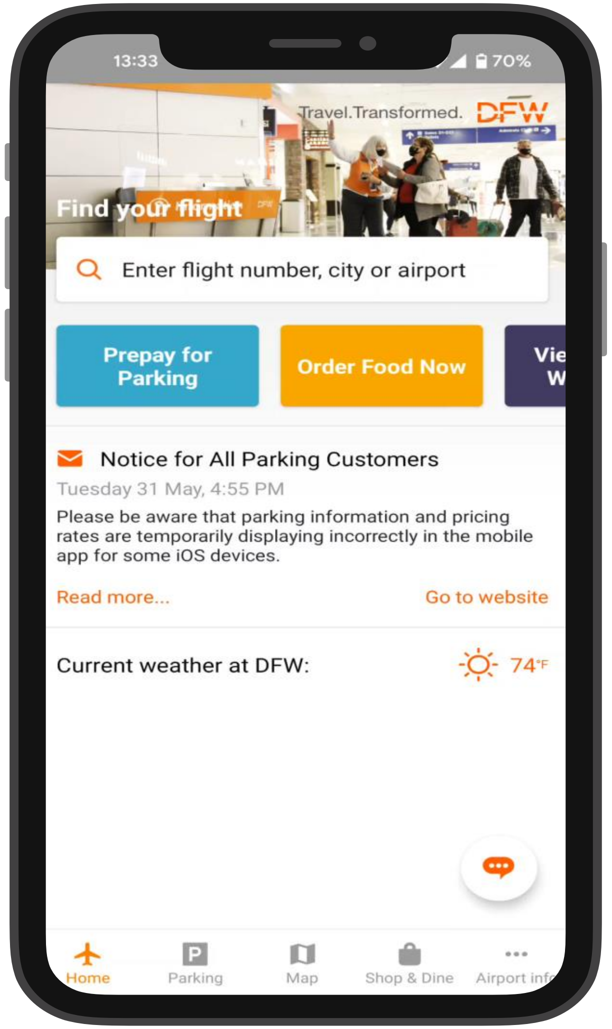
… to keep passengers informed…


Next Checkpoint
3 min walk
5 min wait
Behind
3 min walk
5 min wait
Security Checkpoint - ALL GATES
TSA Pre✓
5 min wait
General Boarding
10 min wait
Priority
5 min wait
EXIT
Elevator
Chapel
Travel Advisory

… so they know what to expect…


Control de Seguretat
Security Control
Sicherheitskontrolle
Controles de Seguridad
Temps estimats d´espera:
Estimated waiting time:
Geschätzte Wartezeit:
Tiempos estimados de espera:
3
min.
alle Flugsteige
3
min.
Todas las puertas de embarque
MALLOR

… through different channels


13:33
70%
Travel.Transformed.
DFW
Find your flight
Enter flight number, city or airport
Prepay for Parking
Order Food Now
Vie
W
Home
Parking
Map
Shop & Dine
Airport inf

Notice for All Parking Customers

Tuesday 31 May, 4:55 PM

Please be aware that parking information and pricing rates are temporarily displaying incorrectly in the mobile app for some iOS devices.

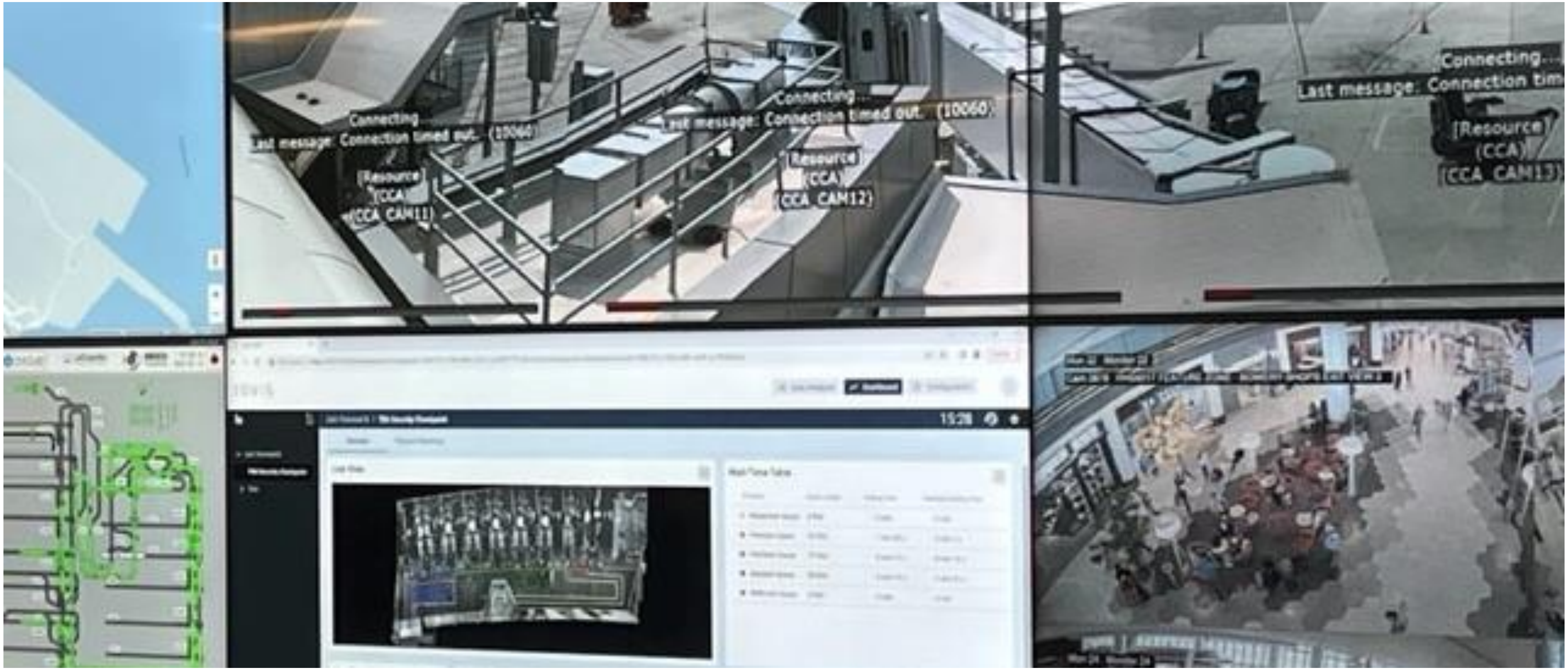
Read more...

Go to website

Current weather at DFW: 74°F

XOVIS

But also sharing amongst stakeholders is crucial…


Connecting...
Last message: Connection timed out. (10060)
[Resource]
(CCA)
(CCA CAM11)
Connecting...
Last message: Connection timed out. (10060)
[Resource]
(CCA)
(CCA CAM12)
Connecting...
Last message: Connection tim
[Resource]
(CCA)
(CCA CAM13)
15:28

… technology-based data builds trust

	PAX/hour calculation					PAX/ 15' calculation				
	Throughput			Efficiency		Throughput			Efficiency	
Lane	KPI PAX/h	Median (pax/h)	MAX (pax/h)	% usage lane per day	% usage above KPI per day	KPI PAX/15'	Median (pax/15')	MAX (pax/15')	% usage lane per day	% usage above KPI per day
Screening 02 - conv	180	🟧 124	🟨 171	79%	0%	45	🟧 31	🟩 60	72%	5%
Screening 03 - conv	180	40	🟥 64	75%	0%	45	🟥 12	🟥 22	51%	0%
Screening 04	300	🟨 251	🟨 284	79%	0%	75	🟨 63	🟩 90	77%	7%
Screening 05	300	🟥 115	🟧 234	79%	0%	75	🟥 42	🟨 72	71%	0%
Screening 06	300	🟨 256	🟩 304	79%	4%	75	🟨 64	🟩 84	75%	14%
Screening 07	300	🟥 95	🟥 132	79%	0%	75	🟥 25	🟥 42	67%	0%
Screening 08 - conv	180	0	0	0%	0%	45	0	0	0%	0%
Screening 09 - conv	180	🟨 158	🟩 210	50%	17%	45	🟩 47	🟩 57	41%	23%
Screening 10 - conv	180	19	🟥 32	42%	0%	45	🟥 8	🟥 15	14%	0%
Screening 11 - conv	180	63	🟧 136	25%	0%	45	🟧 32	🟩 50	16%	1%
Screening 12 - conv	180	48	🟧 135	21%	0%	45	🟧 27	🟩 46	13%	1%

Legend conventional	🟩 >= 180 PAX/h	🟨 140 a < 180 PAX/h	🟧 100 a < 140 PAX/h	🟥 < 100 PAX/h	🟩 >= 45 PAX/15min	🟨 35 a < 45 PAX/15min	🟧 25 a < 35 PAX/15min	🟥 < 25 PAX/15min
Legend I	🟩 >= 300PAX/h	🟨 250 a < 300 PAX/h	🟧 200 a < 250 PAX/h	🟥 < 200 PAX/h	🟩 >= 75PAX/15min	🟨 62.5 a < 75 PAX/15min	🟧 50 a < 62.5 PAX/15min	🟥 < 50 PAX/15min

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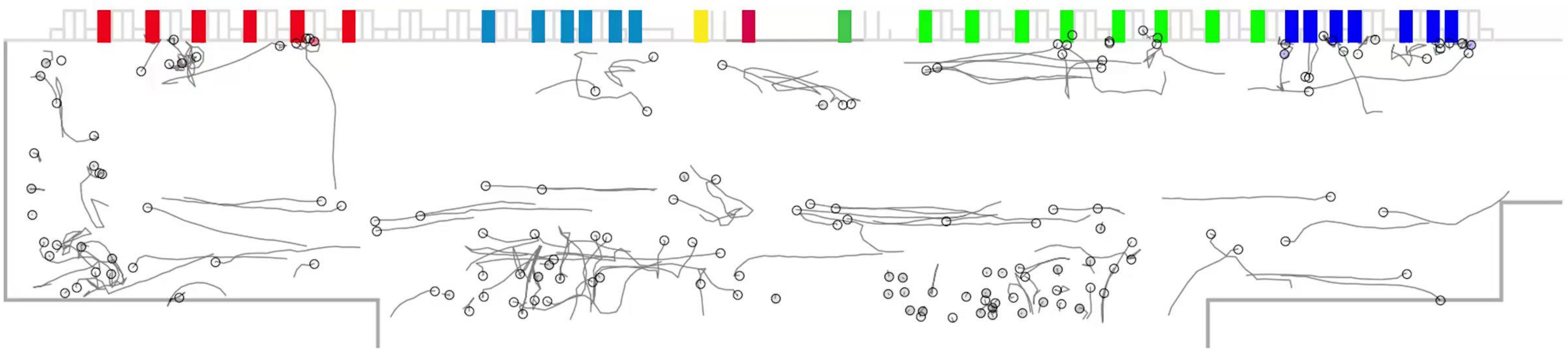
… trust can only be built with accurate data!



TOP
SECRET

Thank you!

THANK YOU

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WORLD
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COUNCIL
INTERNATIONAL