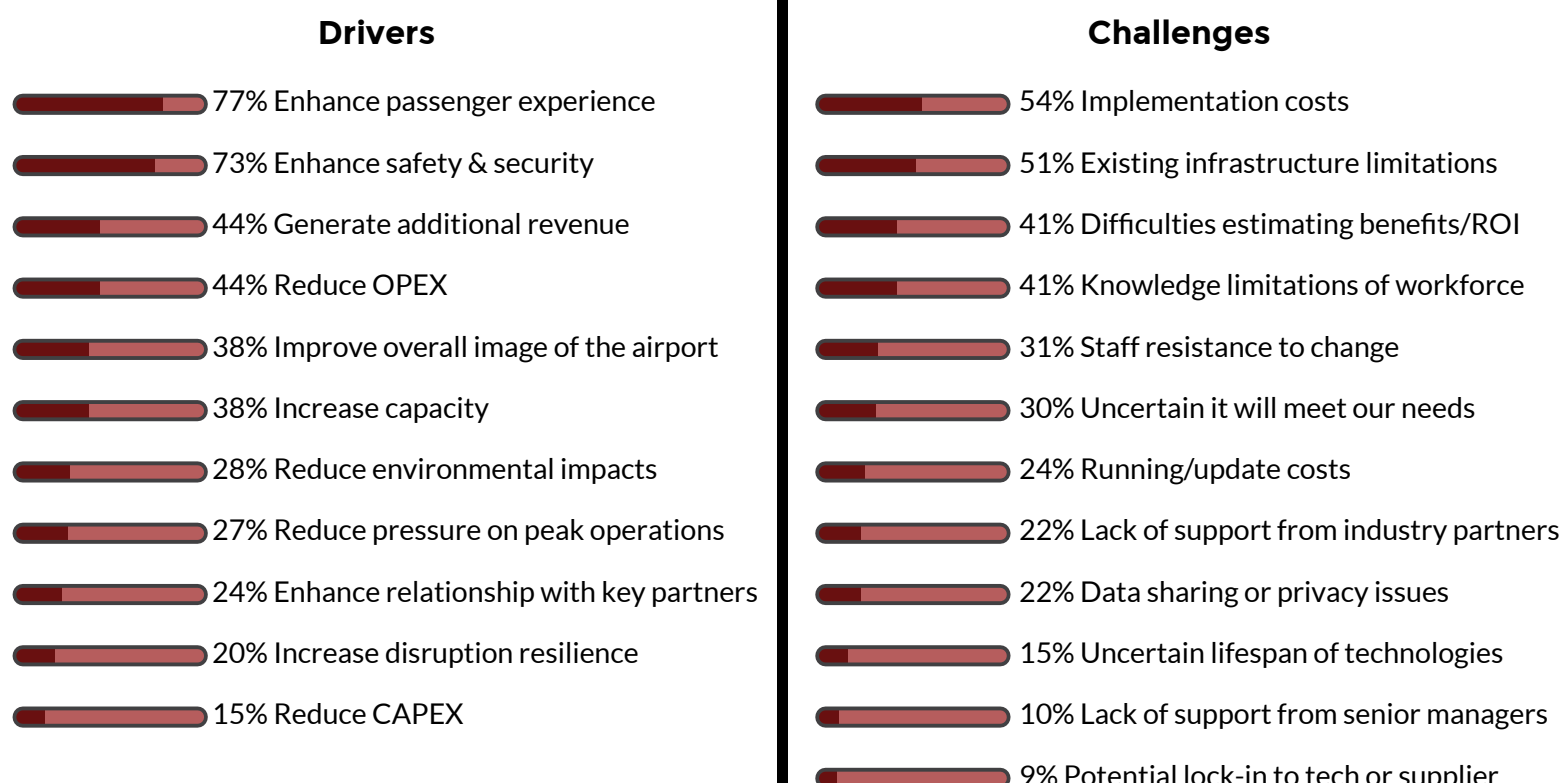


# Digital technologies at airports

Based on the findings of a survey of senior executives at 115 airports worldwide

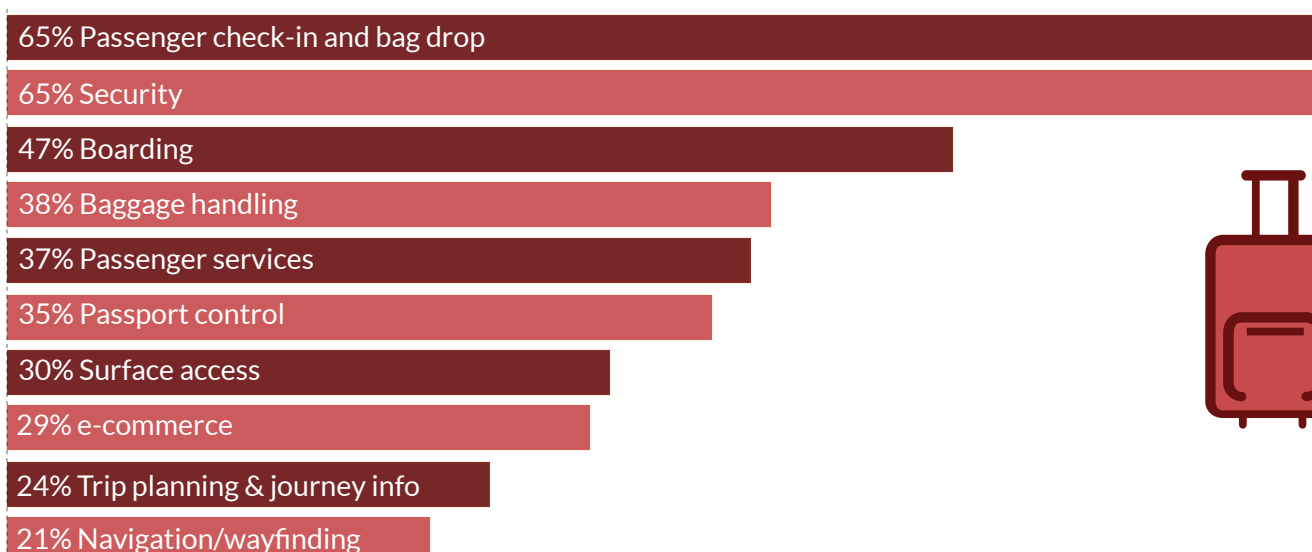
## Drivers & challenges for investment

Proportion of respondents that selected each option. Respondents could select up to five



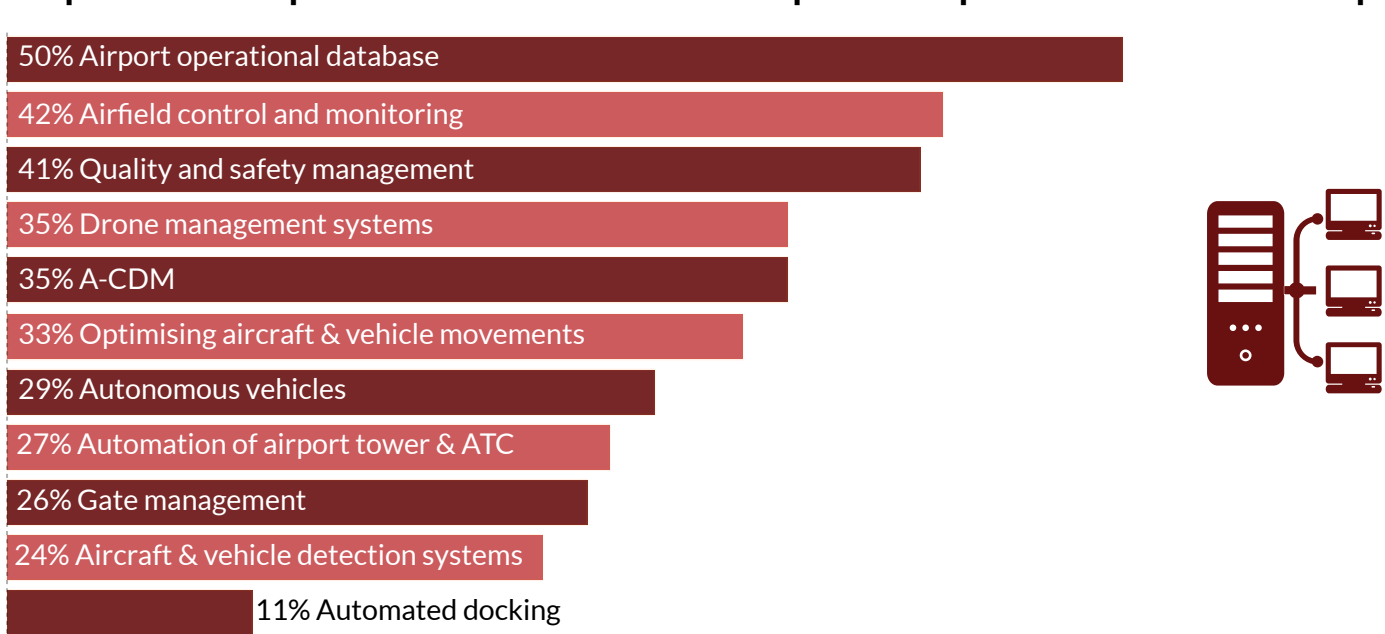
## Investment priorities (pax areas)

Proportion of respondents that selected each option. Respondents could select up to five



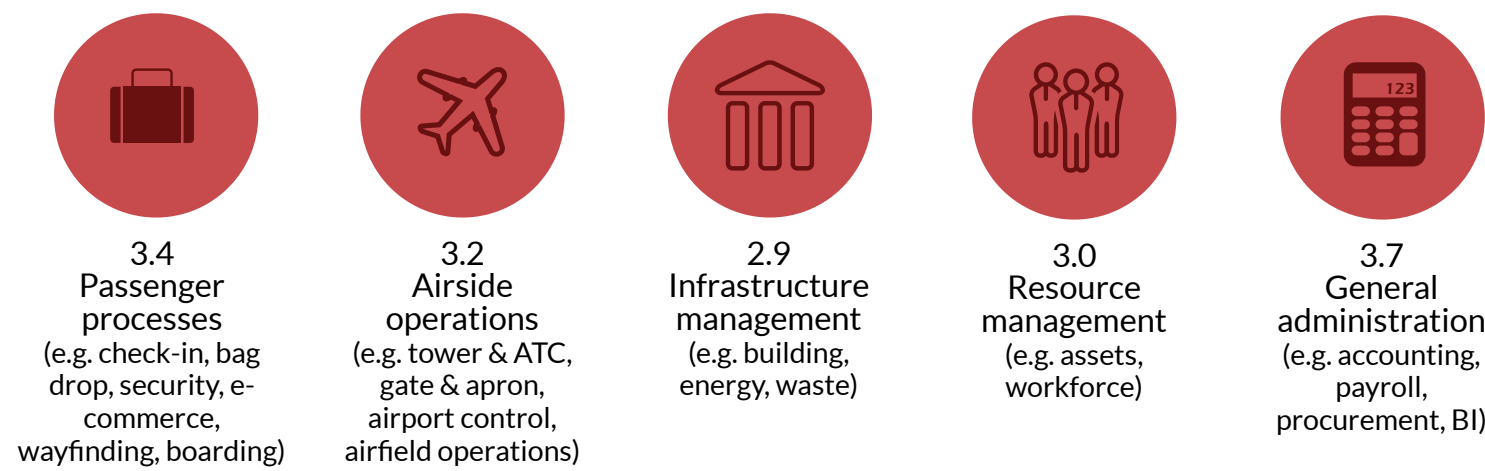
## Investment priorities (airside areas)

Proportion of respondents that selected each option. Respondents could select up to five



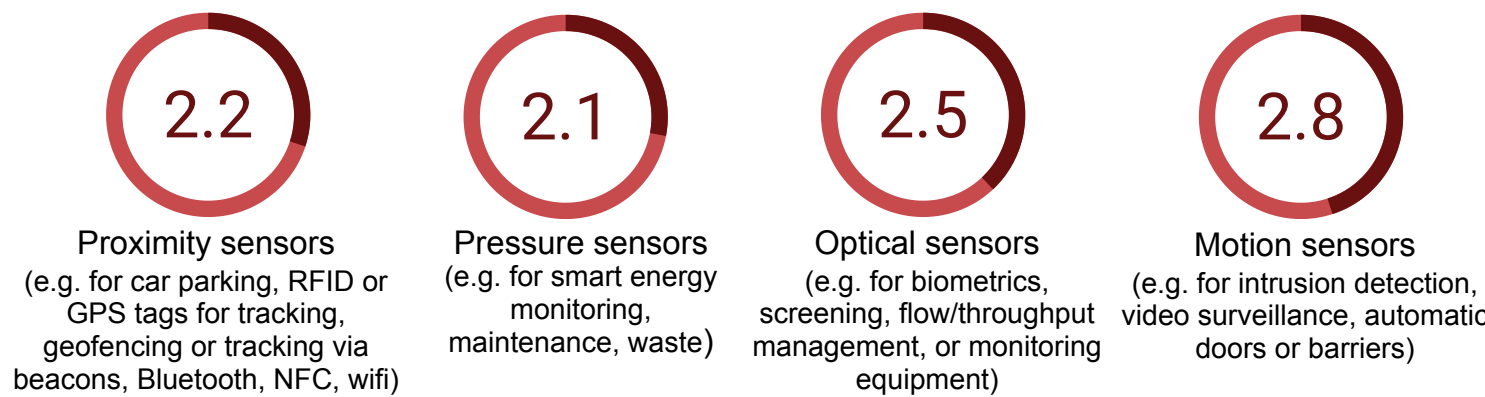
## Use of digital technologies

Extent to which respondents agree that digital technologies are used at their airport in the following areas. Scores are on a scale of 1 (strongly disagree) to 5 (strongly agree)



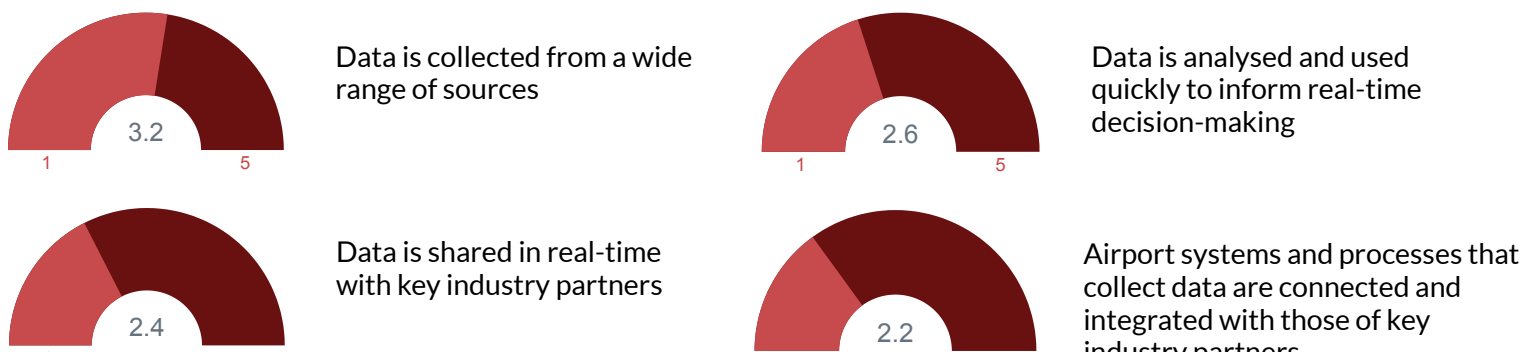
## Use of sensors

Extent to which respondents agree that the following types of sensors are used at their airport. Scores are on a scale of 1 (strongly disagree) to 5 (strongly agree)



## Use of data

Extent to which respondents agree that data is used in the following ways at their airport. Scores are on a scale of 1 (strongly disagree) to 5 (strongly agree)

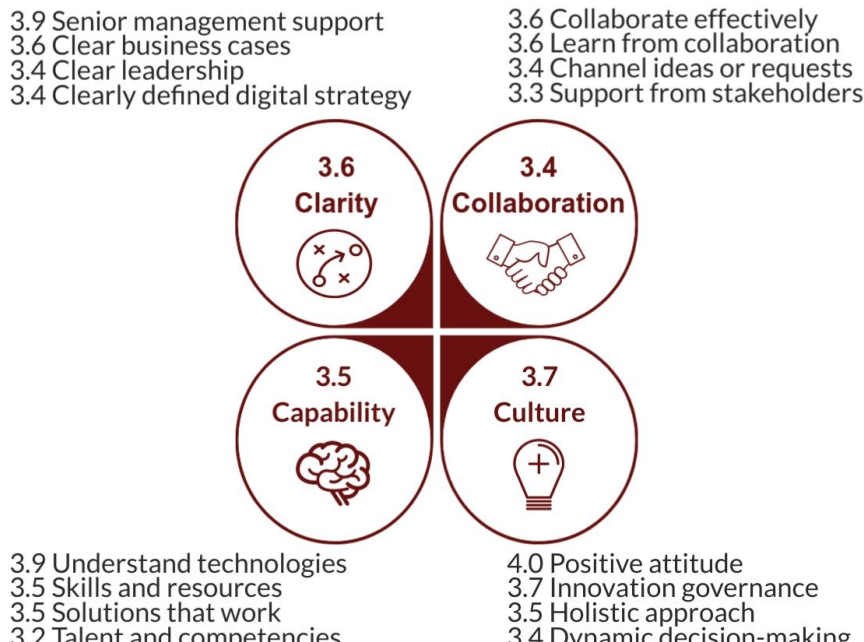


## Organisation

Extent to which respondents agree their organisation is "digitally ready" according to 16 items under 4 main categories

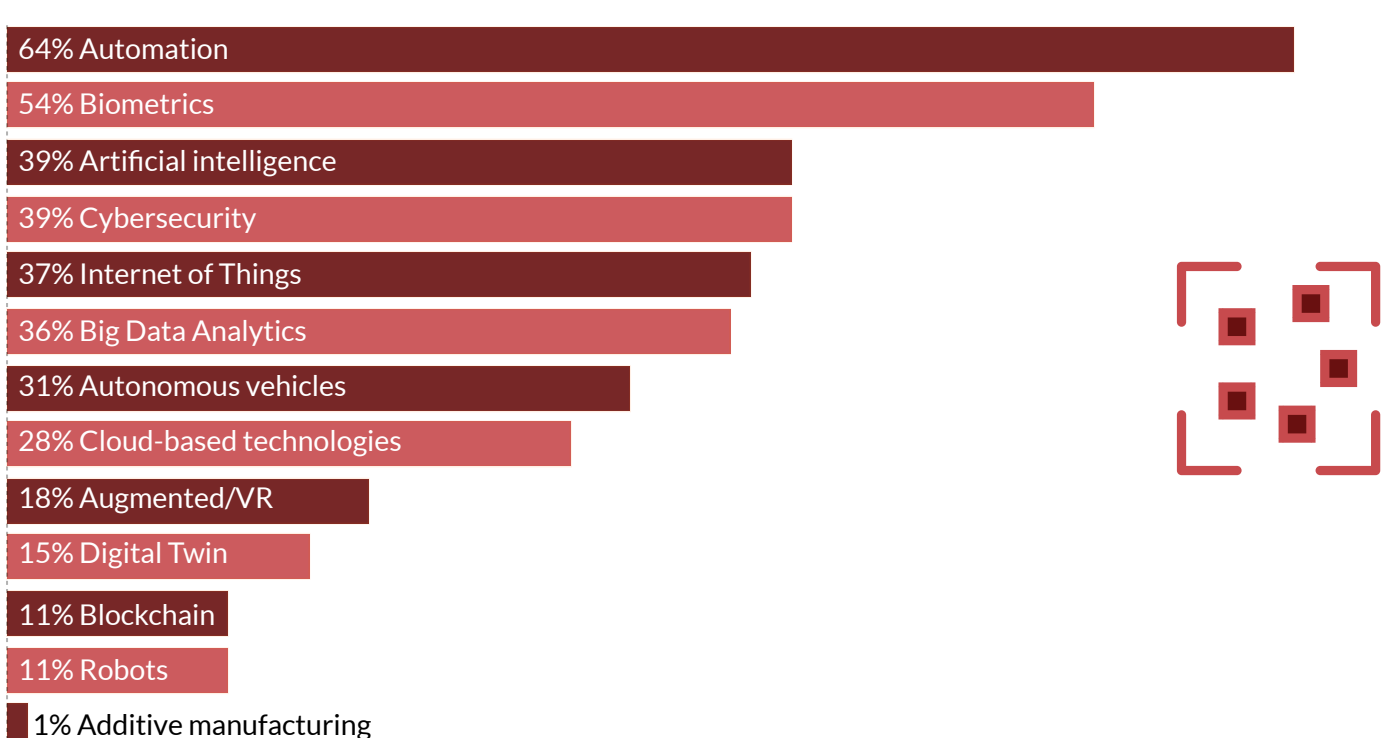
Scores are on a scale of 1 (strongly disagree) to 5 (strongly agree)

Airports are most ready in terms of having a digital culture (3.7 on a scale of 1-5), especially in terms of having a positive attitude towards digital initiatives (4.0). They are least ready in terms of collaboration (3.4) but also in terms of having the required digital talent and competencies (3.2)



## Technology trends

Proportion of respondents that selected which of the following Industry 4.0 technologies are expected to have the greatest impact on their airport during the next 5-10 years. Respondents could select up to five



## Workforce & ethical issues

Proportion of respondents that agree with the following statements on the impact of digital technologies at their airport. Scores are on a scale of 1 (strongly disagree) to 5 (strongly agree)

