

2025 ACI-NA Concessions Benchmarking Survey (Part 1: General Information)

General Information

The Concessions Benchmarking Survey is designed by the Steering Group of the ACI-NA Commercial Management Committee to collect important airport concession data, with the goal to build a comprehensive database of key industry measures that member airports can use for comparing and contrasting with their peers. Survey findings will be presented in the Summer to ACI-NA members. All participating airports will receive access to the survey data and summary presentation.

Please complete the survey no later than Friday, April 11, 2025.

This is Part 1 of the survey about General Information of your airport concession program. Part 2 of the survey focuses on Food & Beverage. Part 3 of the survey focuses on Duty Free, News & Gift, Specialty Retail and Airport Lounges. If you do not have the answer to certain questions, please feel free to leave it blank.

Canadian Airports: Annualized Exchange Rate for 2025 is \$0.70 (i.e. \$100 CAD = \$70 USD)

You can also review the summary presentation from the 2024 Concession Benchmarking Survey.

If you have any questions, please contact Philippe Villard at pvillard@airportsCouncil.org and Pragun Pande at ppande@airportsCouncil.org. Thank you very much for your participation.

Your information *

Your Name

Your Title

Airport Three Letter Code

Airport Name (include terminal – if applicable)

Email Address

Passenger Information

1. Please provide the enplaned passengers at your airport in calendar year 2024. For PANYNJ airports that respond to this survey for a specific terminal, please provide the enplaned passengers for the terminal.

2. What is the average passenger dwell time? (In minutes)

minutes

3. Please indicate the percent of concessions square footage located:

Pre-Security

Post Security

.....
0 out of 100% Total

General Information

4. Does the airport have a marketing program for concessions?

- Yes
- No

5. Does the airport or developer (i.e., a third party developing/leasing and managing the concessions without operating any directly) collect a concessions marketing fee?

- Yes
- No

6. How much was contributed to the marketing of the concession program at the airport in US Dollars (whole numbers only)?

	Airport:	Concessionaire:	Other: (Please specify)
CY2024	<input type="text"/>	<input type="text"/>	<input type="text"/>

7. How is the Customer Experience/Guest Program managed at your airport?

- By a C-level executive or a dedicated department
- A multidisciplinary team
- Shared responsibilities

8. For food and beverage and/or retail, does the agreement require the airport to approve changes to product lines?

- Yes
- No

9. For food and beverage and/or retail, does the airport require a certain percentage of products sold to be locally sourced to reflect the local area?

- Yes
- No

Advertising Program

10. How is the airport's in-terminal advertising program operated? (check all that apply):Concessionaire

- Concessionaire
- In-House
- Hybrid

11. Please provide the Total Revenue in U.S. dollars to the Airport from the in-terminal advertising program? *

CY2024

12. Do food and/or retail delivery mobile apps operate at the airport? (e.g. Grab) (check all that apply)

- Yes – Food & Beverage
- Yes – Retail
- Yes – Airport Wide App
- Yes – Concessionaire Specific Apps
- No

13. Do food and/or retail pick up passenger mobile apps operate at the airport? (check all that apply)

- Yes - Food & Beverage
- Yes - Retail
- Yes – Airport Wide App
- Yes – Concessionaire Specific Apps
- No

14. Did the airport pay for a portion of its concessionaires to gain access to the mobile platform, or was all of the cost borne by the concessionaires?

- Yes, the airport paid a portion of the cost for concessionaires to gain access
- No, the airport did not pay for the cost for concessionaires to gain access

15. What are the airport's concessions pricing requirements (check all that apply):

- Street Plus Zero
- Street Plus a percentage
- Comparable to other airports
- No comparison

(untitled)

16. How often do pricing audits occur to verify street pricing?

- Monthly
- Quarterly
- Semi-Annually
- Annually
- Complaint Based
- Other - Write In (Required)

17. What is the percentage of Street Plus?

18. Does the airport have a central receiving and distribution center?

- Yes
- No

19. Who manages the central distribution center?

- Airport
- Concessionaire
- Third Party

20. Does the airport pass along the cost of the central distribution center to airport tenants?

- Yes
- No
- Unsure

21. If yes, how does the airport charge for the central distribution center?

- By volume/weight
- By gross sales
- By types of tenant
- Unsure
- Other - Write In (Required)

22. Who funds the luggage cart operations in the internal arriving area?

- By passengers (e.g., \$5 per cart)
- By airport: cost not passed to the airlines
- By airport: cost passed to the airlines directly (included in FIS rates) or indirectly (residual rates)
- Directly by airlines

23. Please share any additional comments about your survey responses in the comments box below.

Thank You!

Thank you for taking our survey. This is Part 1 of the 2025 ACI-NA Airport Concessions Benchmarking Survey.

Please respond to Part 2 (Food & Beverage) and Part 3 (Duty Free, News & Gift, Specialty Retail and Airport Lounges) of the survey to make sure we have a complete response from your airport.

Thank you and as always, we sincerely appreciate your participation and efforts. You will now receive a confirmation email.