


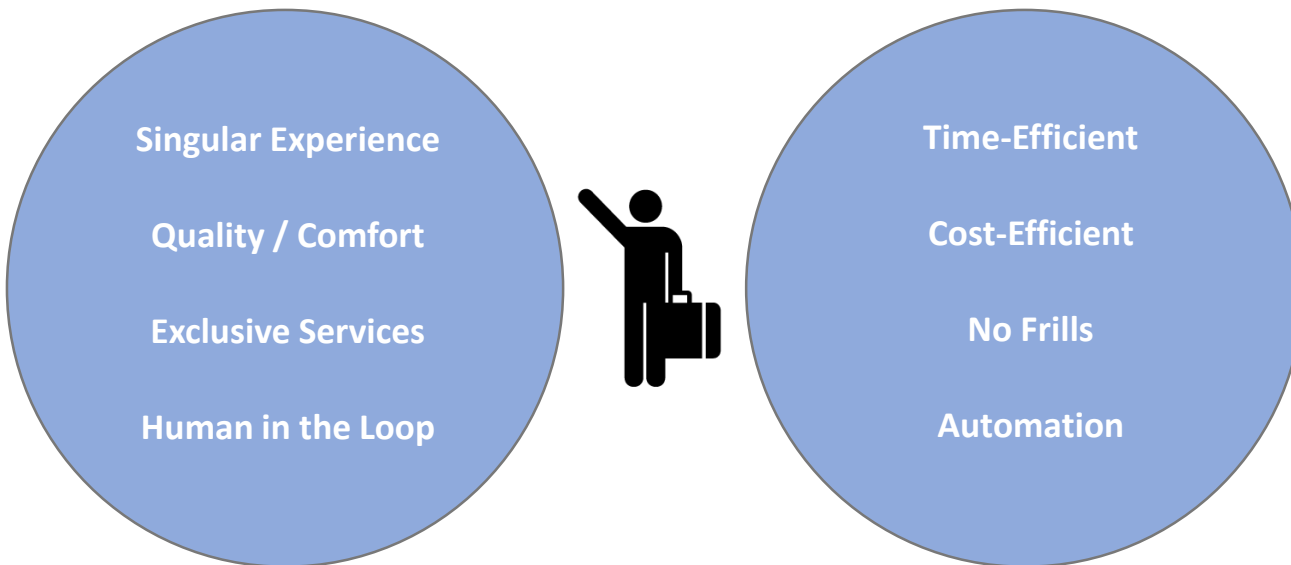
 Airports used to facilitate mobility as a public service. They now provide a wide variety of services and are transitioning **from facility providers to mobility providers and hosts** competing on the experience they offer.

 Terminal concepts shall go beyond grand designs to provide an **easy and fast passenger journey** from the curbside to the gate.

 Efficient and passenger-friendly terminals will be a key **competitive advantage** for air carriers.

 The next battle will be on the **first and last miles** as well. Airlines and airports will partner with TNCs and UAM/RAM providers to straightforward the journey.

 Carry-on bags might become lighter overall (e.g., cloud-based computers). Passengers might be offered to drop-off their checked bags outside of the airport and even get them **delivered at their final destination.**



Opposite Customer Expectations to Reconcile

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