



Passenger insights in the times of a pandemic

Issue 2 – Highlights



Methodology

Wave 1 – February 2020

Wave 2 – April 2020

Wave 3 – June 2020

4,700

recent air
travelers

(traveled since July 2020)



An invitation to participate in an on-line survey was sent to the panel members in the following countries:

Australia

Canada

Chile

France

Germany

India

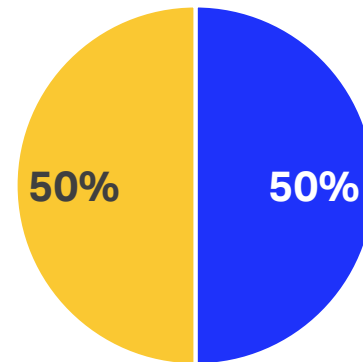
Japan

Singapore

United Arab Emirates

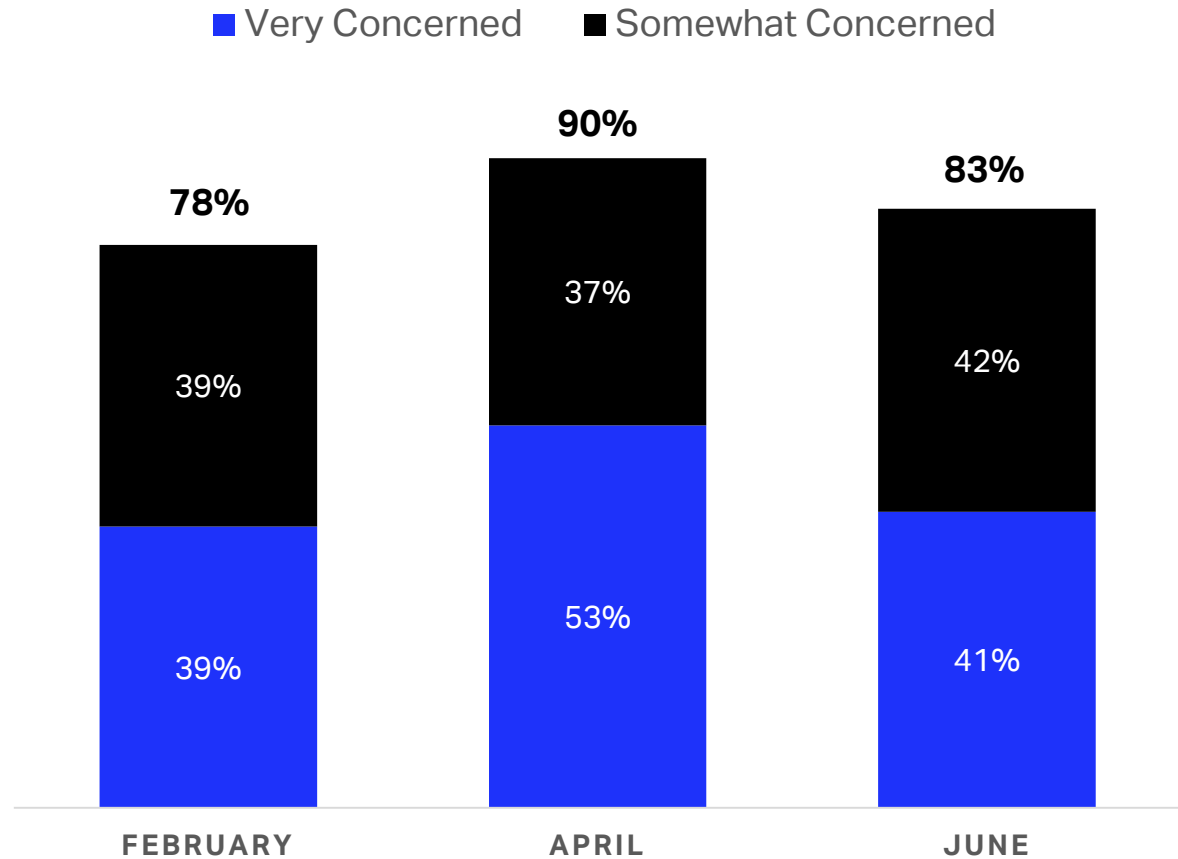
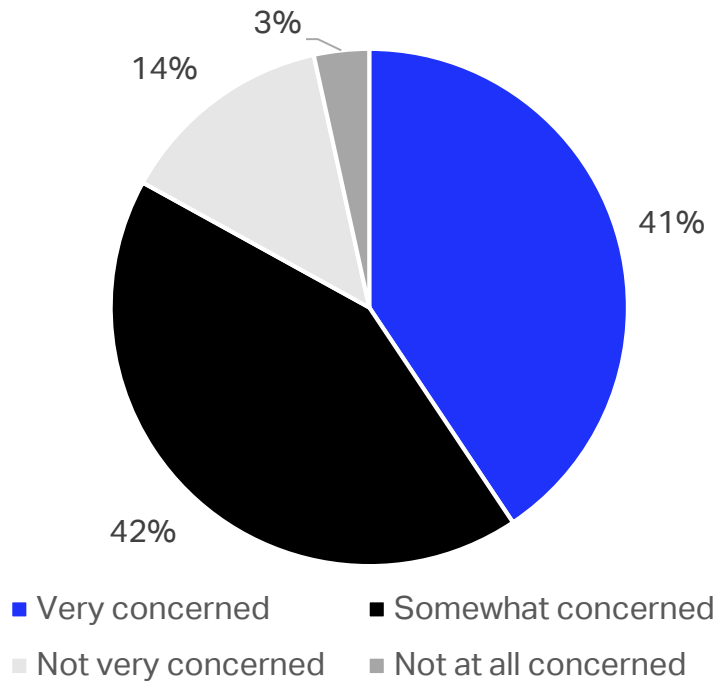
United Kingdom

United States



■ Business Traveler ■ Laisure Traveler

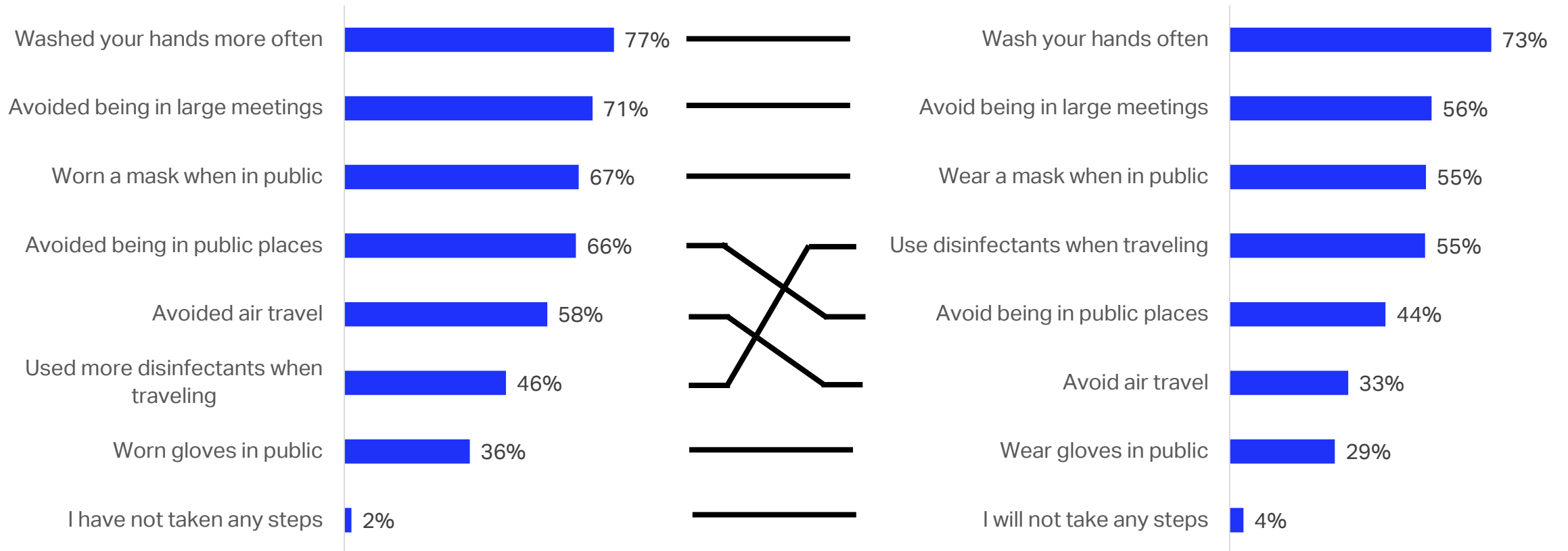
Concern about contracting the virus



Steps to avoid contracting COVID-19

Have Taken Steps to Avoid Contracting COVID-19

Expect to Continue Taking Steps to Avoid Contracting COVID-19



IATA COVID-19 Passenger Insights – Issue 2, N=4,700

Q: What steps, if any, have you taken specifically to avoid contracting the coronavirus/COVID-19?; Once the pandemic has subsided, what steps, if any, do you expect to continue to take specifically to avoid contracting coronavirus/COVID-19?

Top concerns around contracting COVID-19

At the airport

TOP 3

- 59%** Being in a crowded bus/train
- 42%** Queueing at check-in /security /border control /boarding
- 38%** Using airport restrooms /toilet facilities

On board the aircraft

TOP 3

- 65%** Sitting next to someone who might be infected
- 42%** Using restroom /toilet facilities
- 37%** Breathing the air in the plane

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N=4,700

Q: Once the pandemic has subsided, how concerned would you be about each of the following at the airport / on board the aircraft – extremely concerned, somewhat concerned, not too concerned or not at all concerned? Of the following, which three concern you the most?

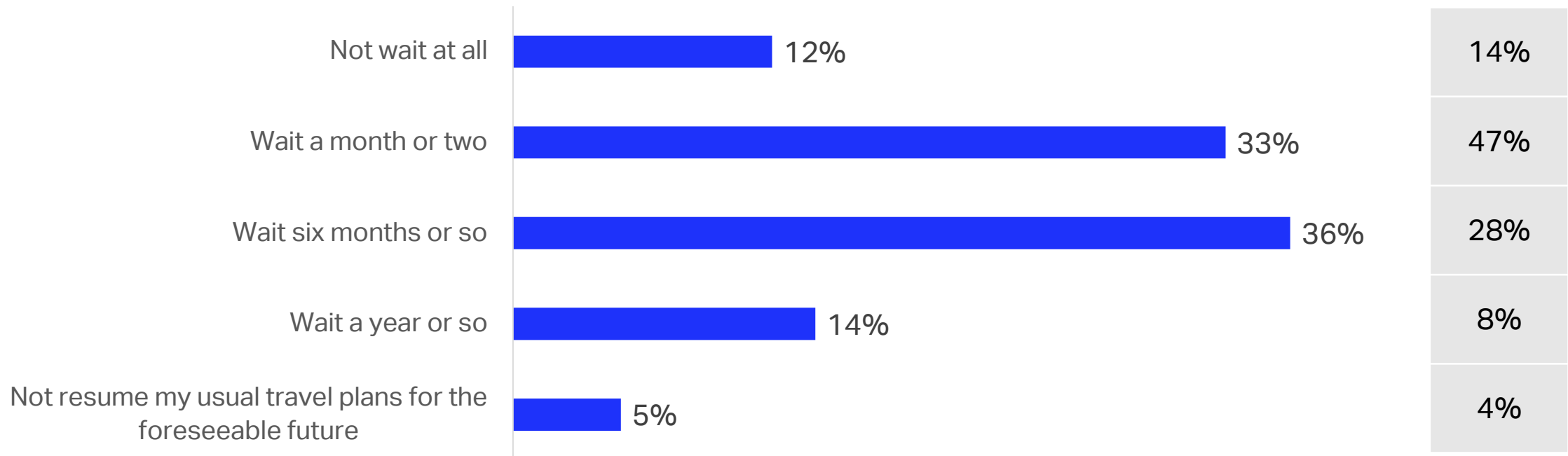
Return to travel: when?

*In the February and April survey, this question included the phrase "once an organization or someone you trust has confirmed COVID-19 is no longer a threat."

When Will Passengers Return to Travel After Pandemic Subsided

June 2020

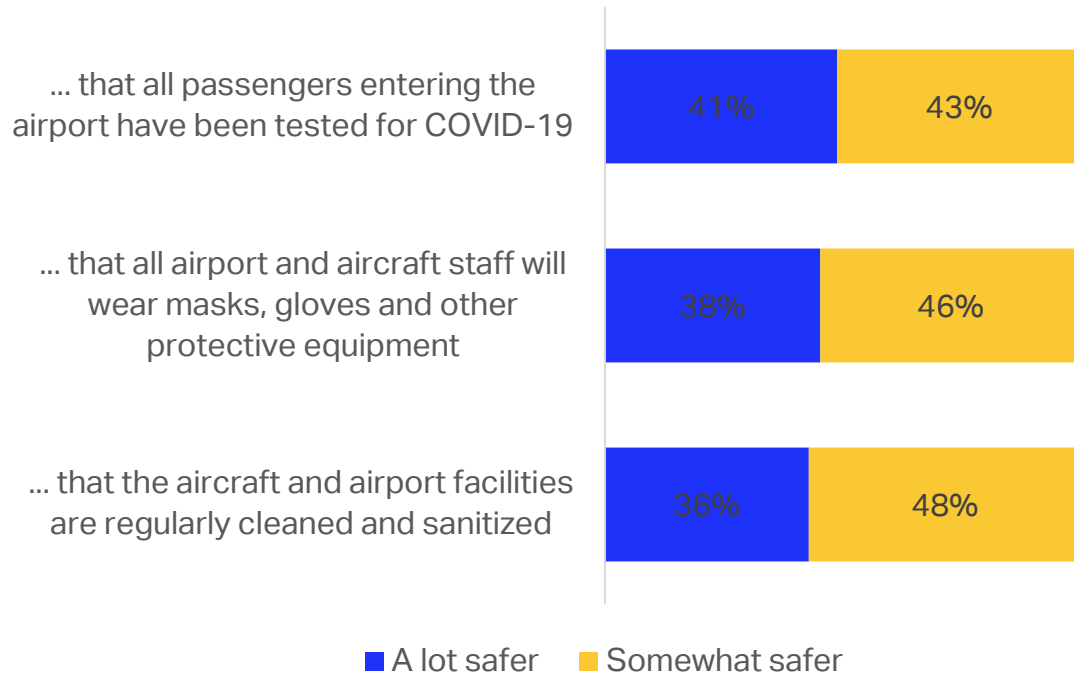
April 2020



Knowledge about safety measures

Measures That Would Make Passengers Feel Safer

TOP 3

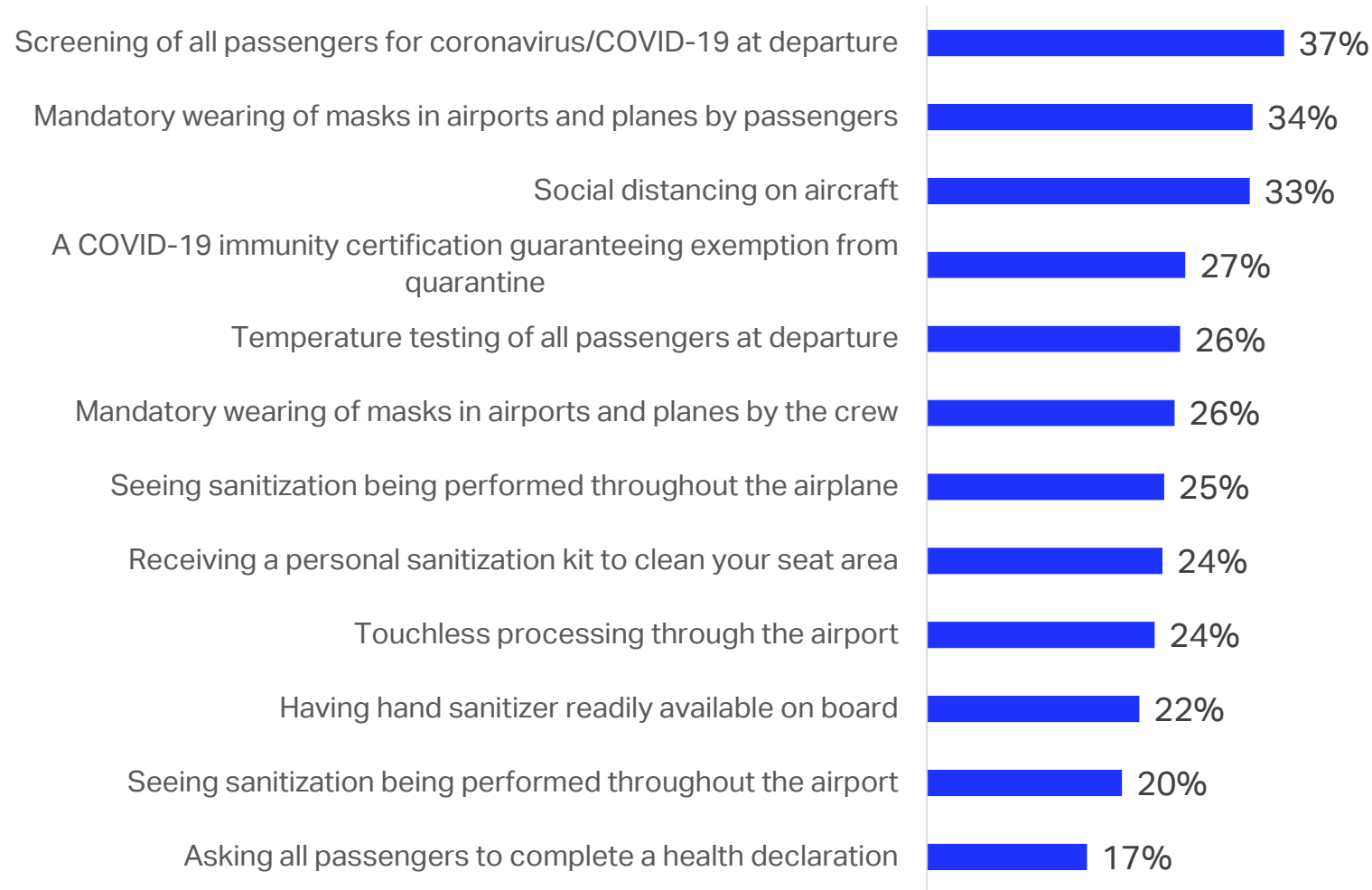


Preferred Methods to Receive Communications from Airlines About Safety Measures

TOP 3

- 41%**
Through e-mails from your airline/travel agency
- 36%**
During online check-in on airline website or app
- 34%**
On airline/airport/travel agency websites

Measures contributing to the feeling of safety



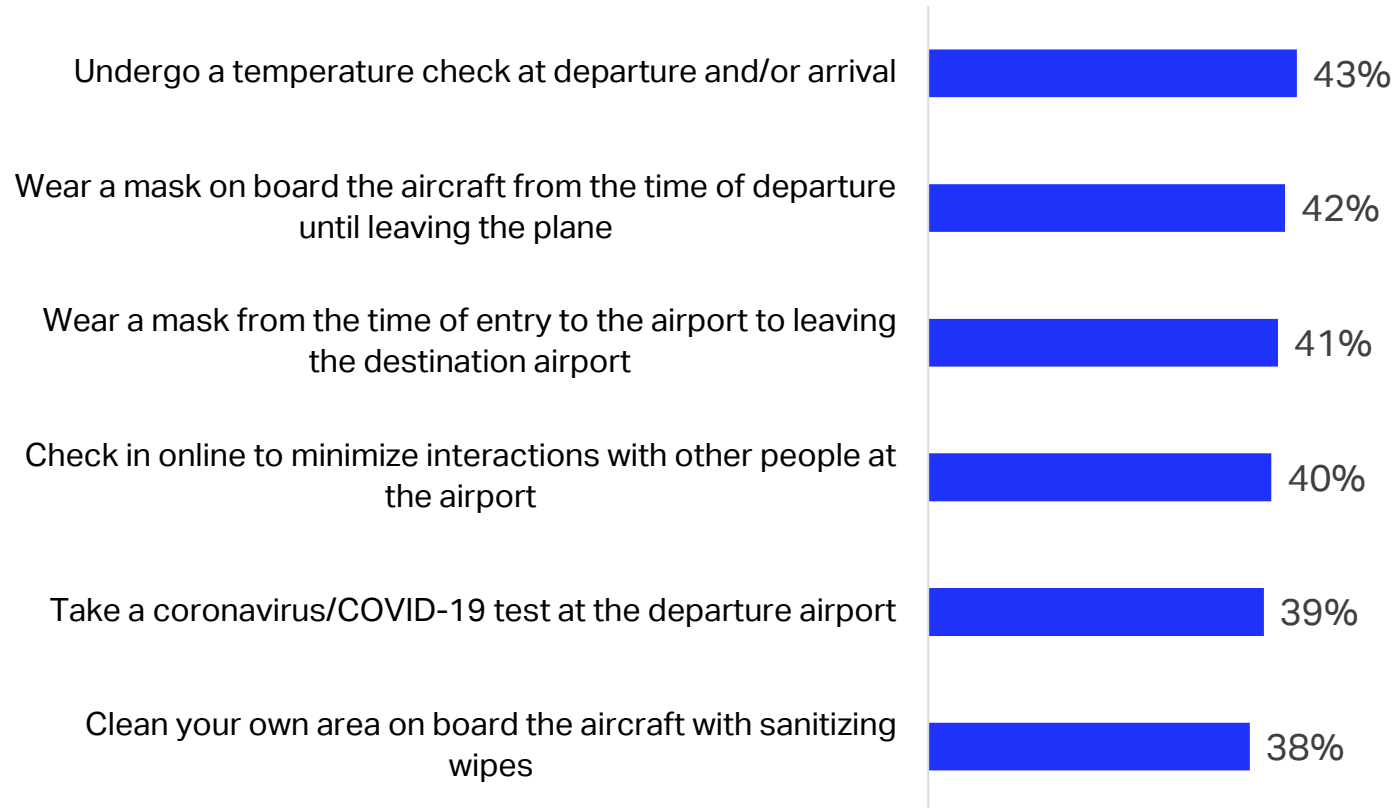
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Q: Once the pandemic has subsided, how much safer would each of the following make you feel about airplane travel – a lot safer, somewhat safer, not much safer, not at all safer?
Of the following, which three would make you feel safest?



Return to travel: willingness to adopt new measures

TOP 6



The least preferred option:

17% are willing to undergo a 14-day self-isolation

Thank you

In case of any questions,
contact us at:
survey@iata.org

