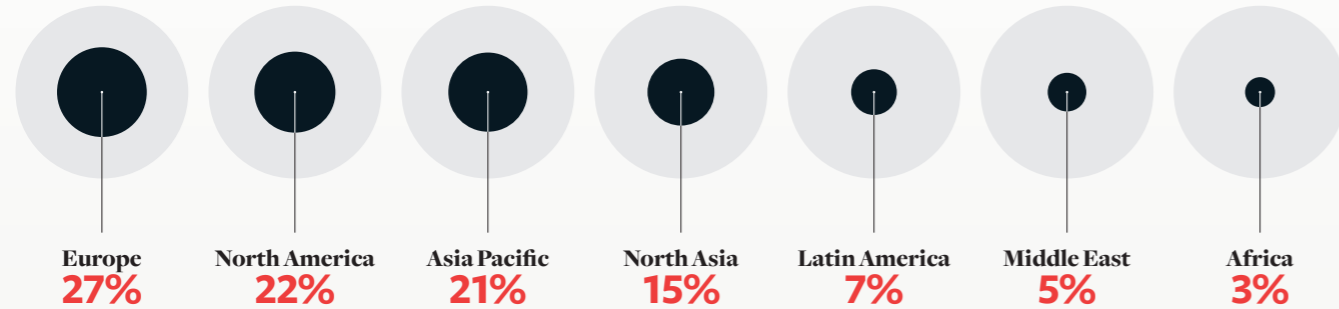


In numbers

IATA GLOBAL PASSENGER SURVEY 2018

Breakdown of respondents by region:



18  **10,408** 

IATA's Global Passenger Survey included 10,408 respondents

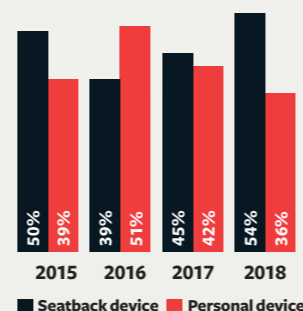
aged between 18 and 65-plus from 165 countries with a 63%-37% male/female split



E-ticketing... Travelers prefer electronic boarding passes

Electronic boarding passes are the most popular travel token (36%), especially among 25-44 year olds. **Printed boarding passes** (30%) are mostly used by 55+ and surprisingly among 17-24 year olds. Almost a fifth of air travelers would like to use **biometric identification** (18%) as a substitute of the boarding pass, with higher prevalence among passengers with more than 10 flights annually. Just 16% of respondents said they had **no preference**.

54% A large share of air passengers would rather watch digital content on a seatback device (54%) than on their own device (36%)



Travel information passengers would like to access for themselves

via personal device included flight status, baggage information and wait times at security and border control:

Most preferred travel information	%
Flight status	82%
Baggage information and wait time for delivery	49%
Wait time at security/border control	46%
Regulations and requirements	45%
Information regarding time/distance to gate	43%
Wait time at arrival customs	39%
Enhanced airport services	38%
Destination related information	25%
Airline products and services to purchase during the trip	19%

Services which passengers said would help improve their experience during travel disruption

included more accurate travel notifications and having a replacement flight booked automatically for them:

Most preferred services/compensation	%
Real-time, accurate travel notifications	54%
Automatic flight re-booking and providing new boarding passes	46%
Face-to-face interaction with an airline agent who will arrange further travel details for you	39%
Receiving hotel accommodation	38%
Receiving meal vouchers	26%
Receiving airport services and restaurant/retail/service concession options (eg massage, pedicure, shops, lounges)	22%
Baggage tracking information	17%
Receiving transportation service from the airport	15%
None of the above	3%



Ideal waiting time for the baggage delivery is up to 10 minutes (70%) among passengers.

Only 2% would like to wait for their bag at home and/or in their hotel.

Being able to book a hotel as an additional part of the flight ticket transaction was a priority for more than half of respondents:

