

Passengers
want more
control,
less
waiting.



WE
KNOW
BECAUSE
WE
ASKED

10,877

PASSENGERS FROM

166

COUNTRIES

Highlights from 2019 Global Passenger Survey:

Biometric technology is favored
to speed things up at the airport:



70%

are willing to share
their biometric
identifiers

46%

would prefer biometric
identification instead
of a paper passport

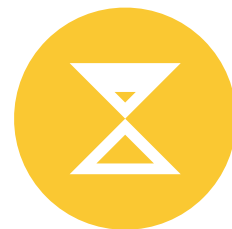
53%

more likely to check
a bag if they could
track it



80%

of passengers are not
willing to wait more than
3min to drop off a bag



53%

consider that
WiFi availability
is important



72%

want to be kept informed
throughout their journey
on their personal devices

