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jetBlue

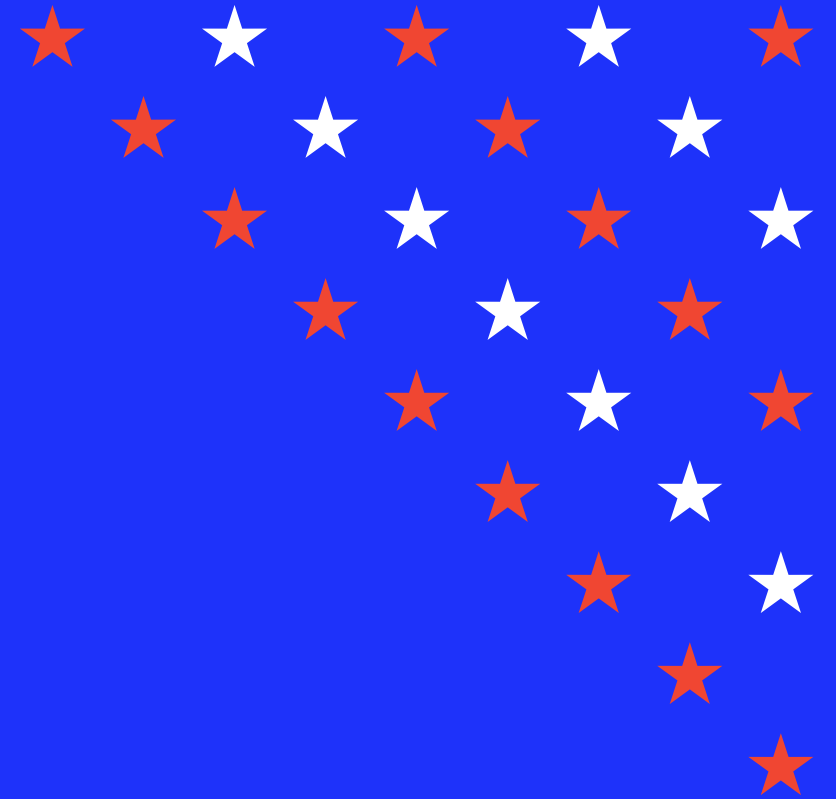
77th AGM and World Air Transport Summit
Boston USA 3–5 October 2021

Air traveler response to COVID-19

Wave 7 (11-country survey)

David Rockland,
CEO, Rockland Dutton

#IATAAGM

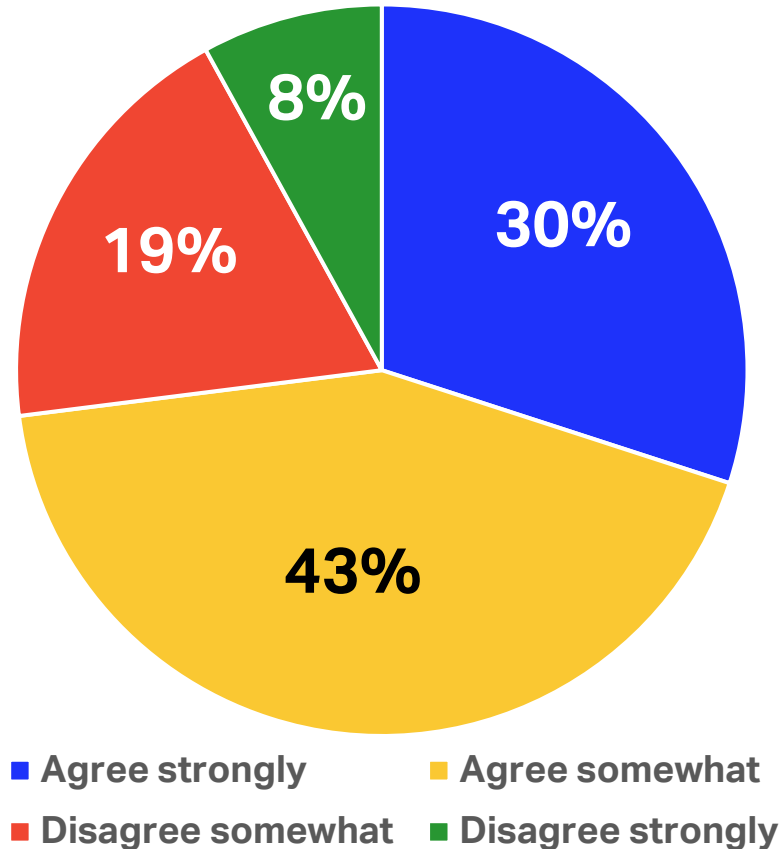


Travel restrictions and quality of life

73%
agree
that travel
restrictions
have
negatively
impacted
their quality
of life.

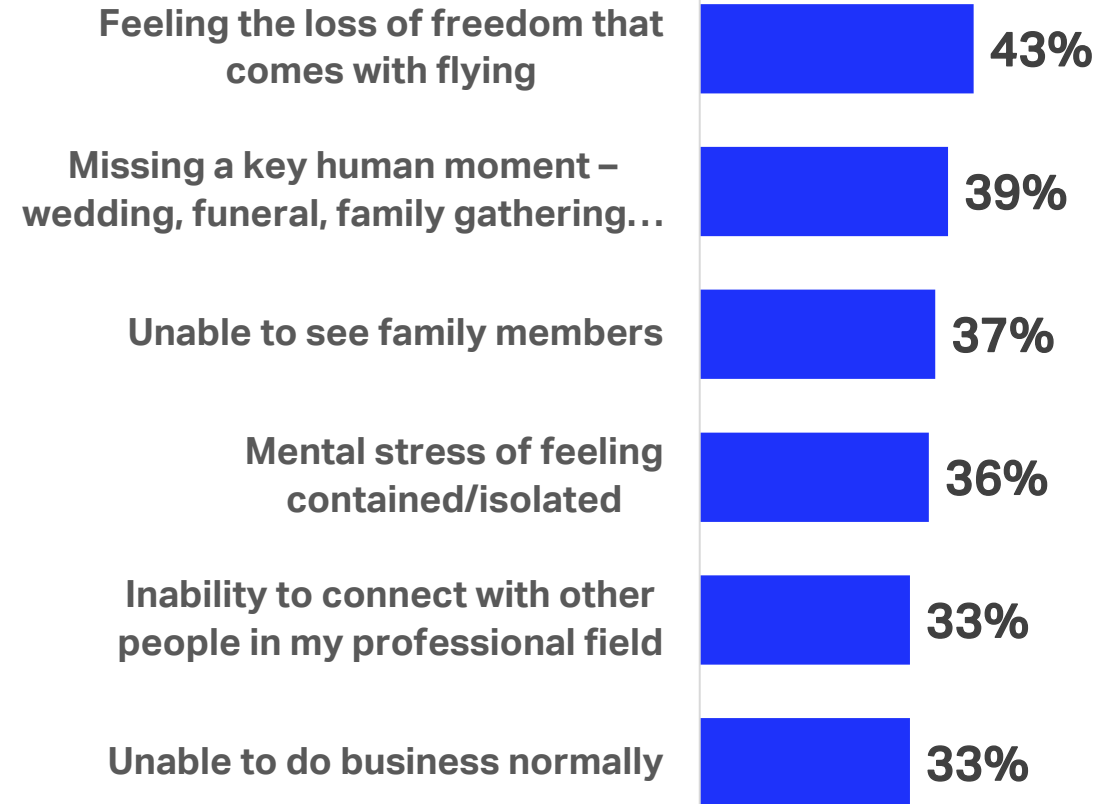
[up from 67% in
the June survey]

Quality of Life Has Suffered
As A Result of Travel Restrictions



Personal Impact of Travel Restrictions

Check all that apply



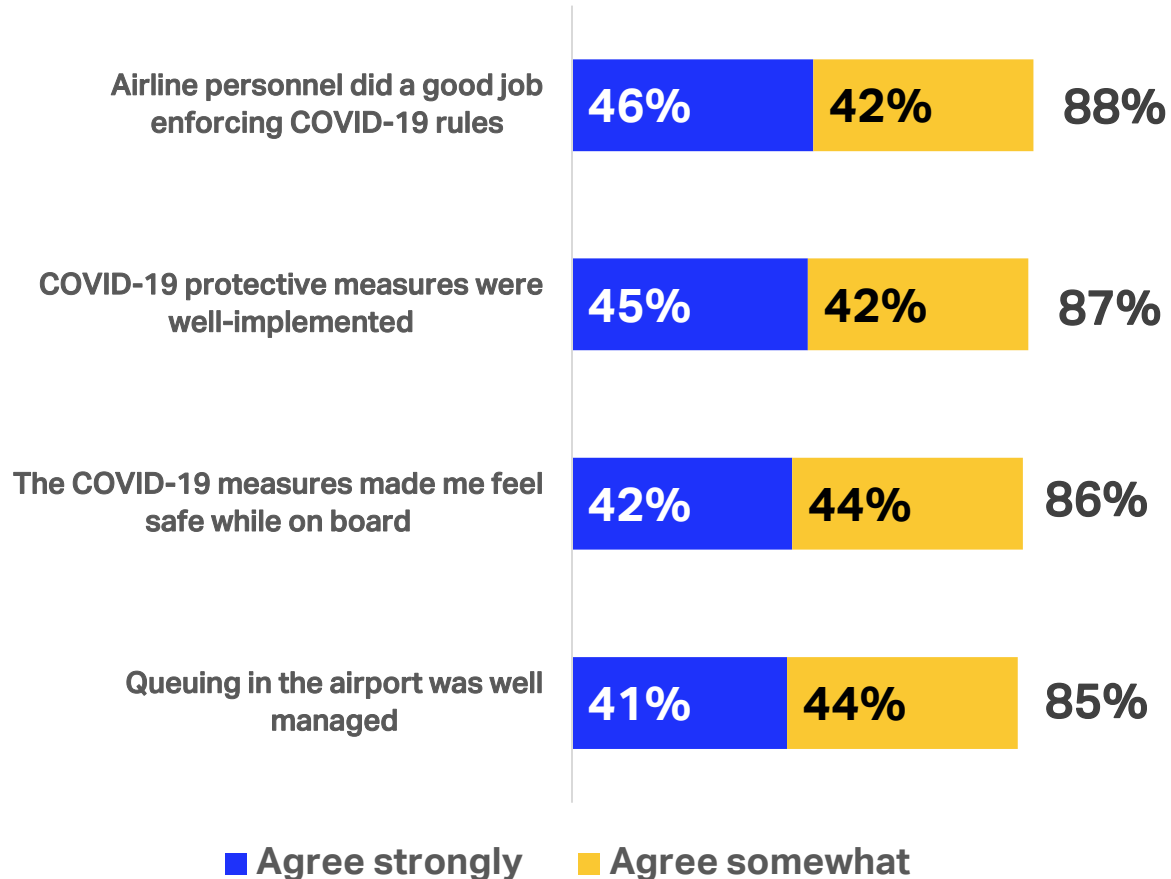
Q28. Which of the following impacted you personally as a result of COVID-19 travel restrictions?

2 Q26. Do you agree strongly, agree somewhat, disagree somewhat or disagree strongly with each of the following statements?



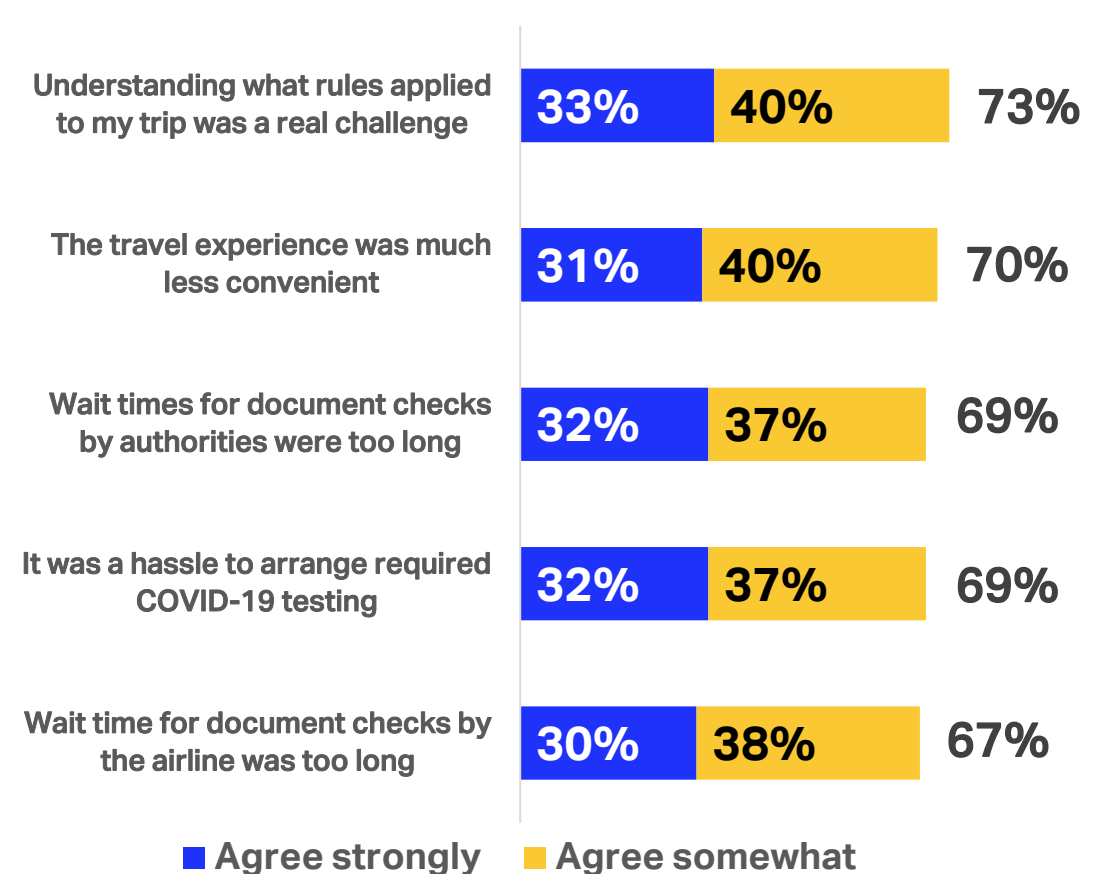
Nearly nine in ten believe airlines did a good job with the new **travel rules**

Beliefs about the travel experience*



But fully two-thirds found the **measures** challenging and much less convenient

Beliefs about rules and measures*



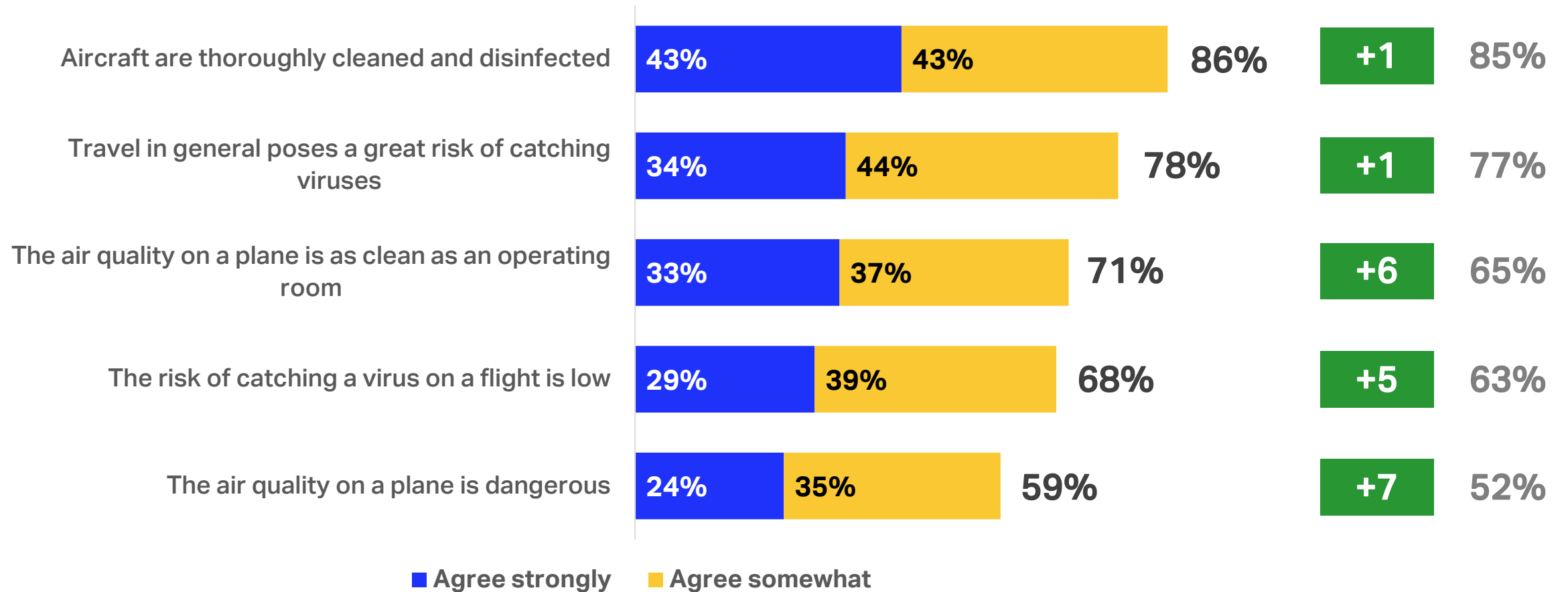
71% of passengers surveyed have traveled by plane since June 1, 2020

*Numbers may not always add up due to rounding. Q2. Have you taken any airplane trips since June 1st, 2020? [IF YES IN Q2] Q3. When thinking about your most recent airplane trip, do you agree strongly, agree somewhat, disagree somewhat or disagree strongly with each of the following statements?

Growing confidence in travel safety

Beliefs about aspects of air travel*

June
2021



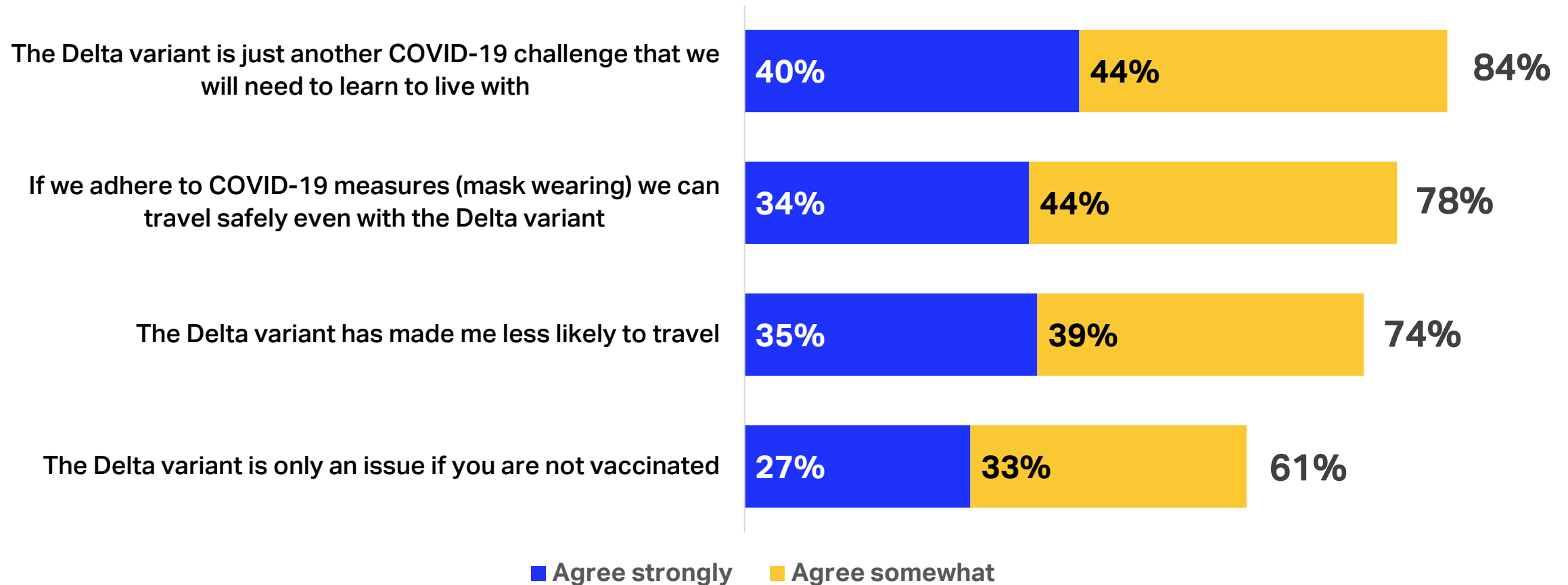
*Numbers may not always add up due to rounding.

4 Q1. Do you agree strongly, agree somewhat, disagree somewhat or disagree strongly with each of the following statements?



Delta variant seen to be a manageable challenge

Beliefs about the Delta variant*

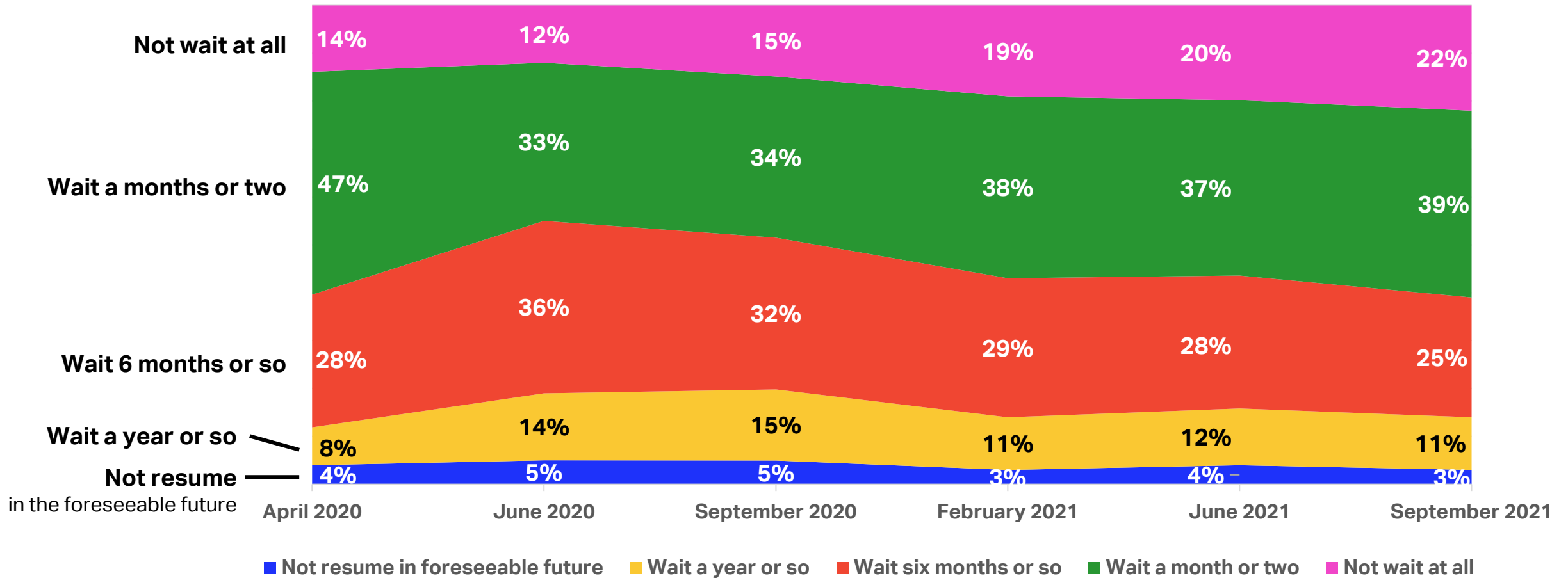


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Q12A. The Delta variant of COVID-19 is in the news. How strongly do you agree or disagree with each of the following statements about the Delta variant – do you agree strongly, agree somewhat, disagree somewhat or disagree strongly?

Slow improvement in confidence to travel immediately

How long will people wait to travel once the pandemic is contained*



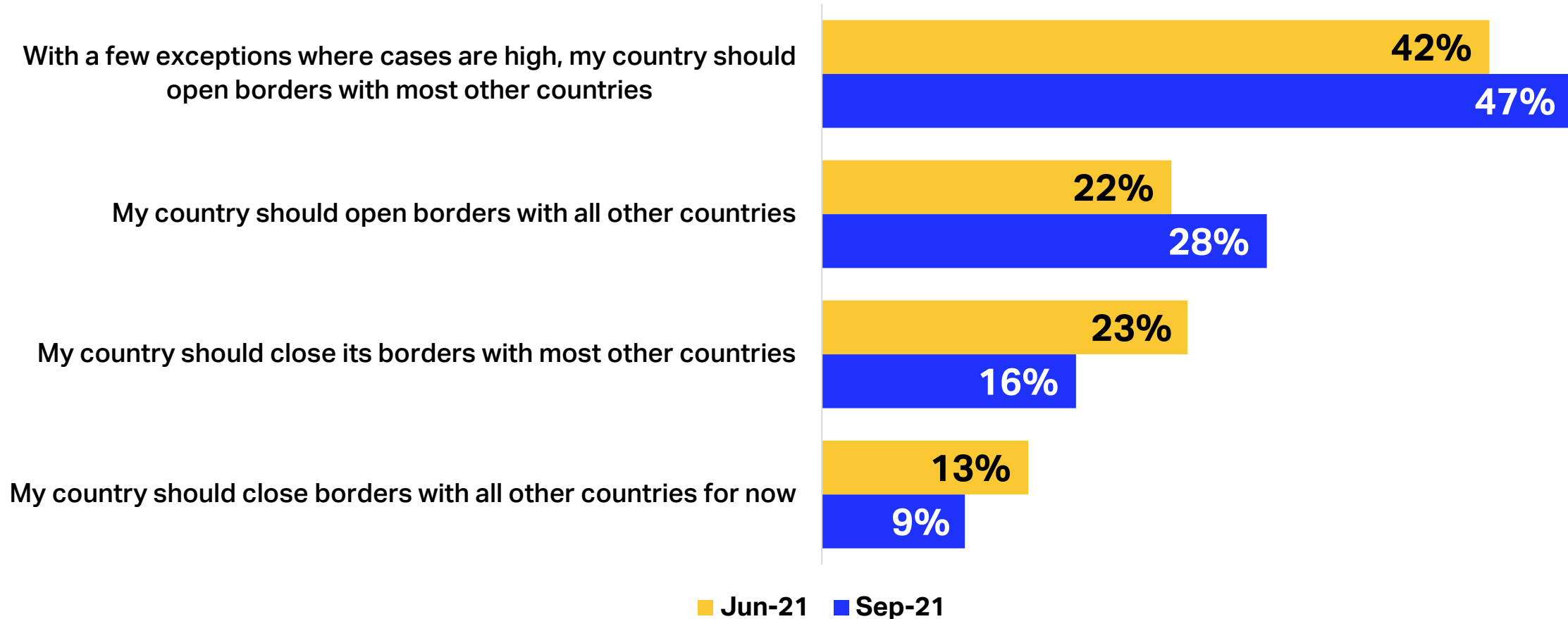
Q12. Once the pandemic has been contained, how long would you wait, if at all, to return to your usual travel plans?

*Note that the wording of this question has changed slightly since it was asked in the April 2020 wave of this survey.



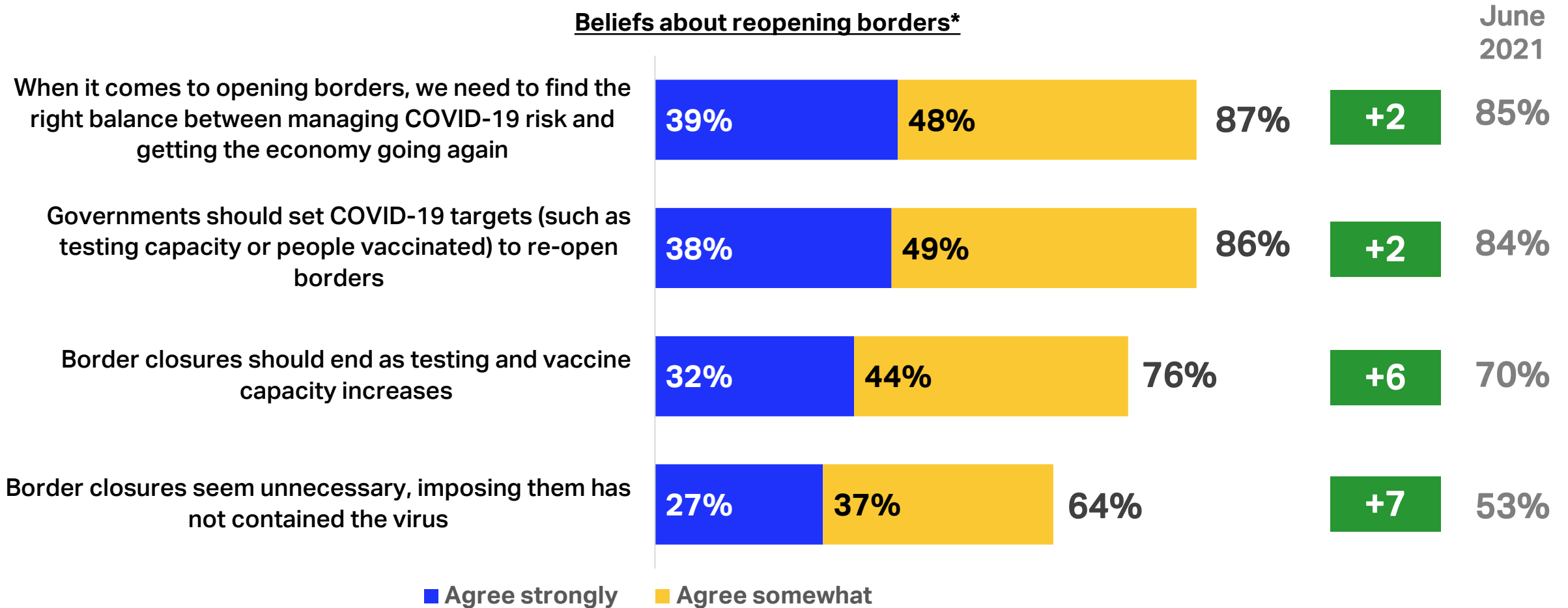
More feel that countries ready to reopen

Beliefs about reopening borders
respondents could choose only one



More want smarter risk-management at borders

Beliefs about reopening borders*



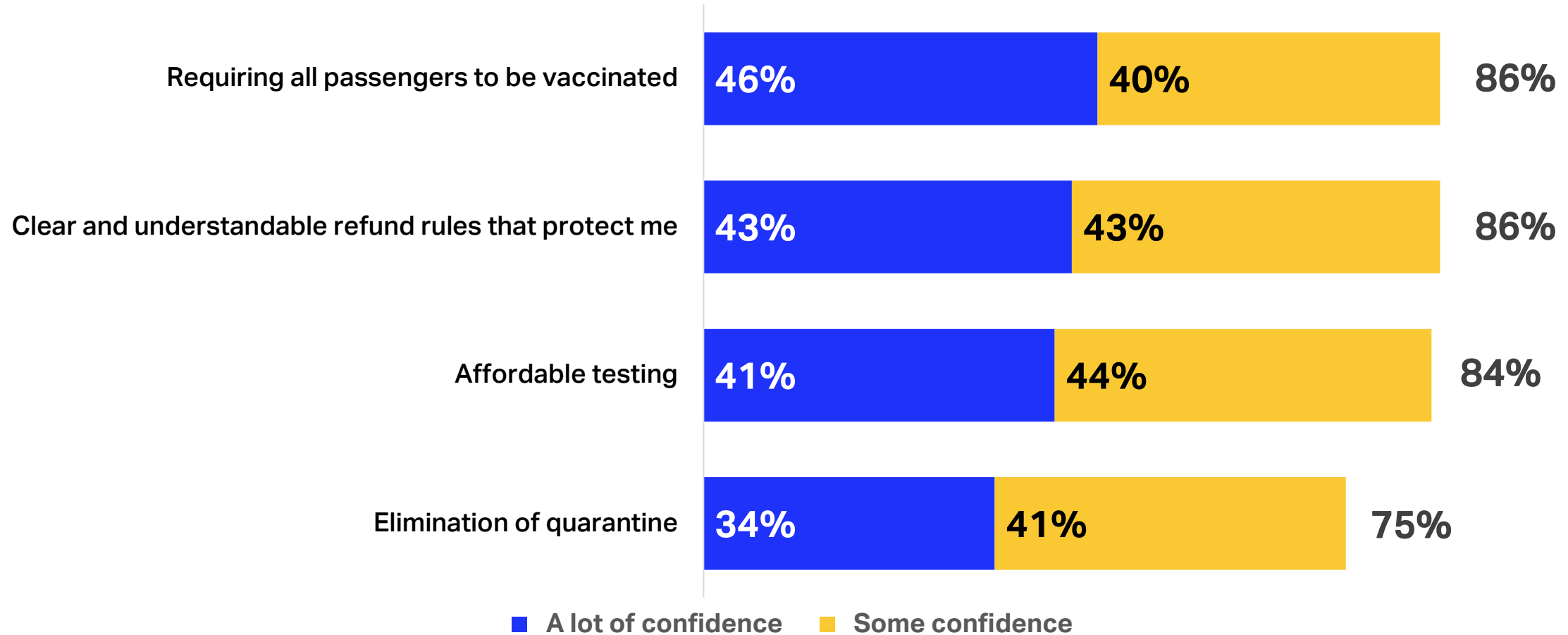
*Numbers may not always add up due to rounding.

8 Q26. Do you agree strongly, agree somewhat, disagree somewhat or disagree strongly with each of the following statements?



Keys to building confidence:

How much confidence would give to book next flight*

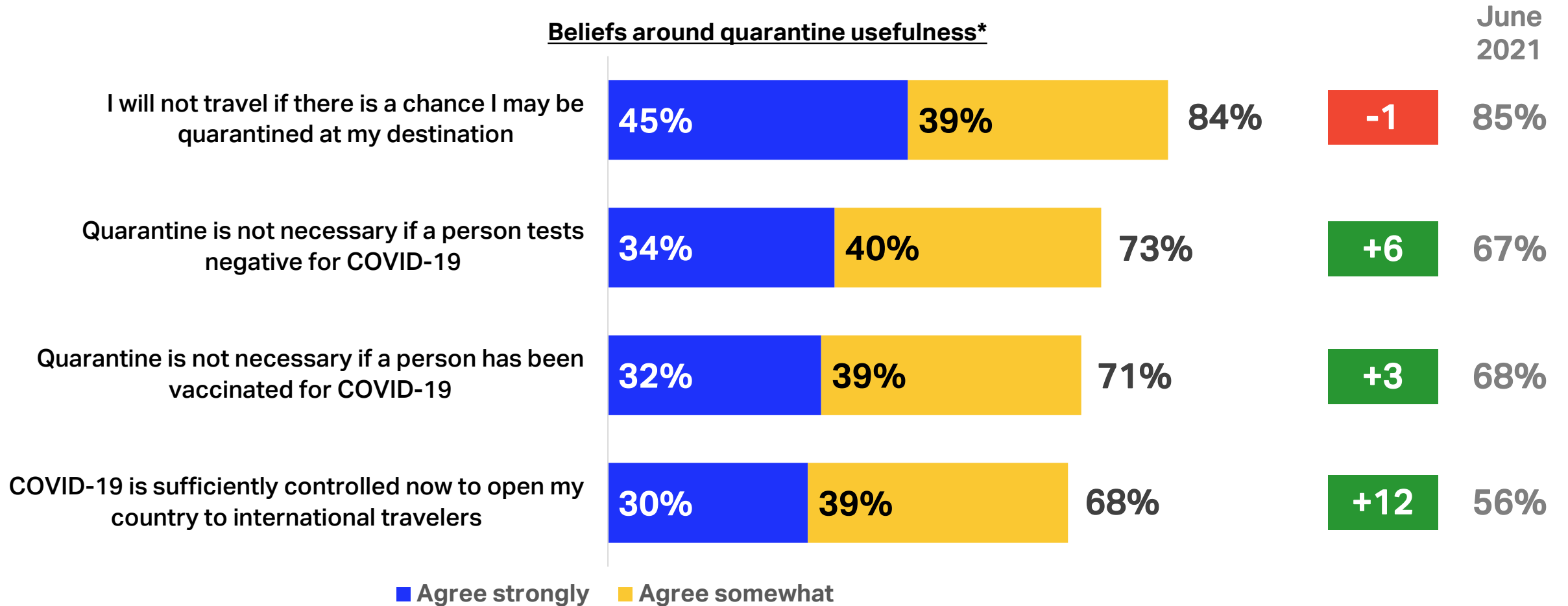


*Numbers may not always add up due to rounding.

Q12B. How much confidence would each of the following give you to book your next flight – a lot of confidence, some confidence, not much confidence, or no confidence?

More believe quarantine is of limited use

Beliefs around quarantine usefulness*



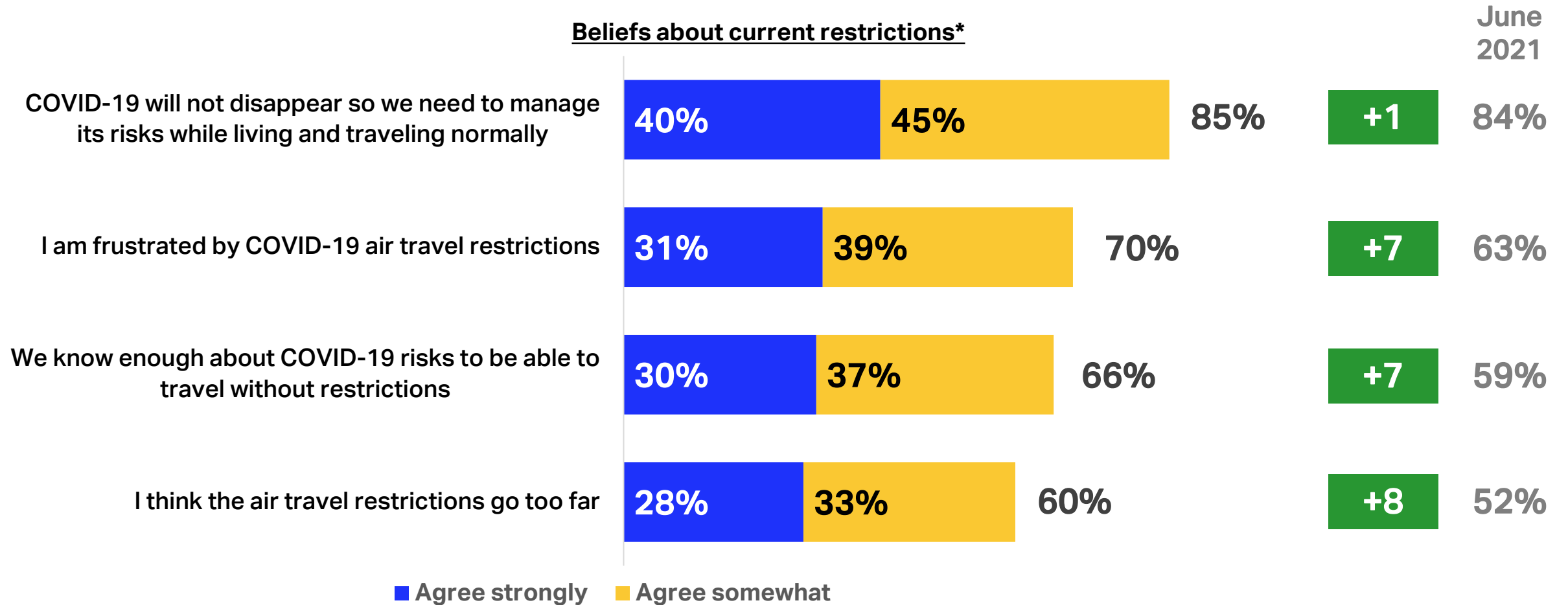
*Numbers may not always add up due to rounding.

10 Q13. Do you agree strongly, agree somewhat, disagree somewhat or disagree strongly with each of the following statements?



More frustration with travel restrictions

Beliefs about current restrictions*



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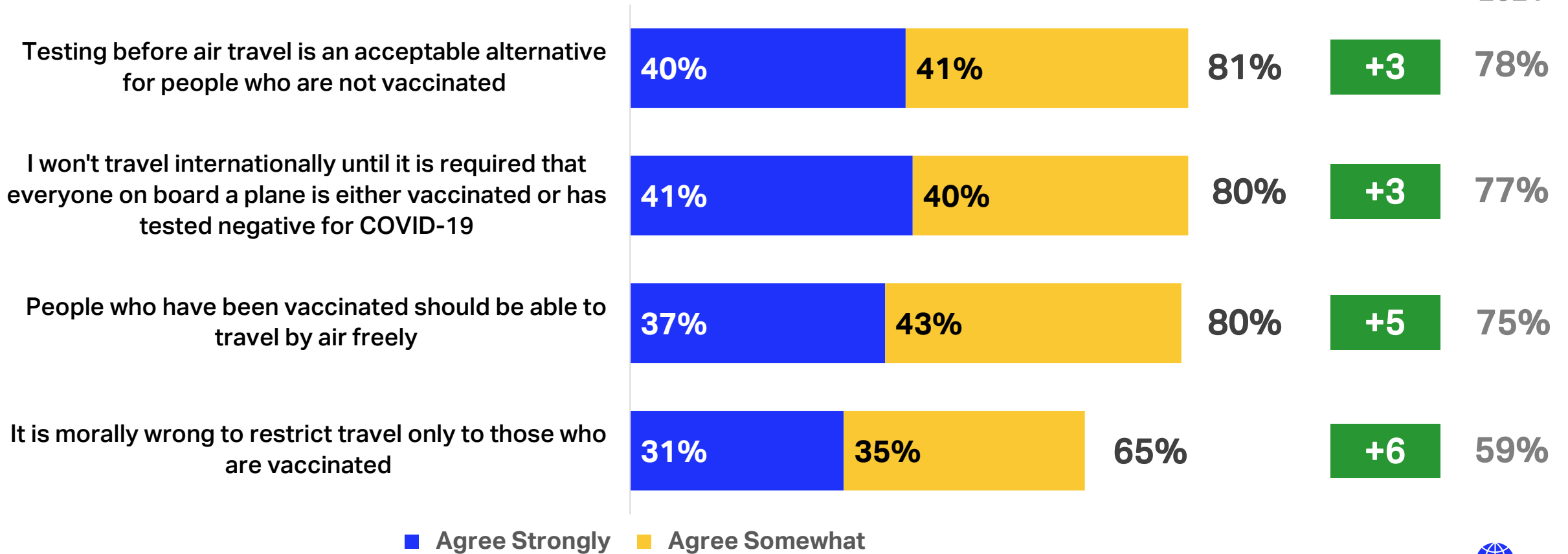
11 Q24. When it comes to the COVID-19-related air travel restrictions in your country, do you agree strongly, agree somewhat, disagree somewhat or disagree strongly with each of the following?



Most think **vaccinated passengers** should travel freely

Beliefs about the role of vaccinations*

June
2021



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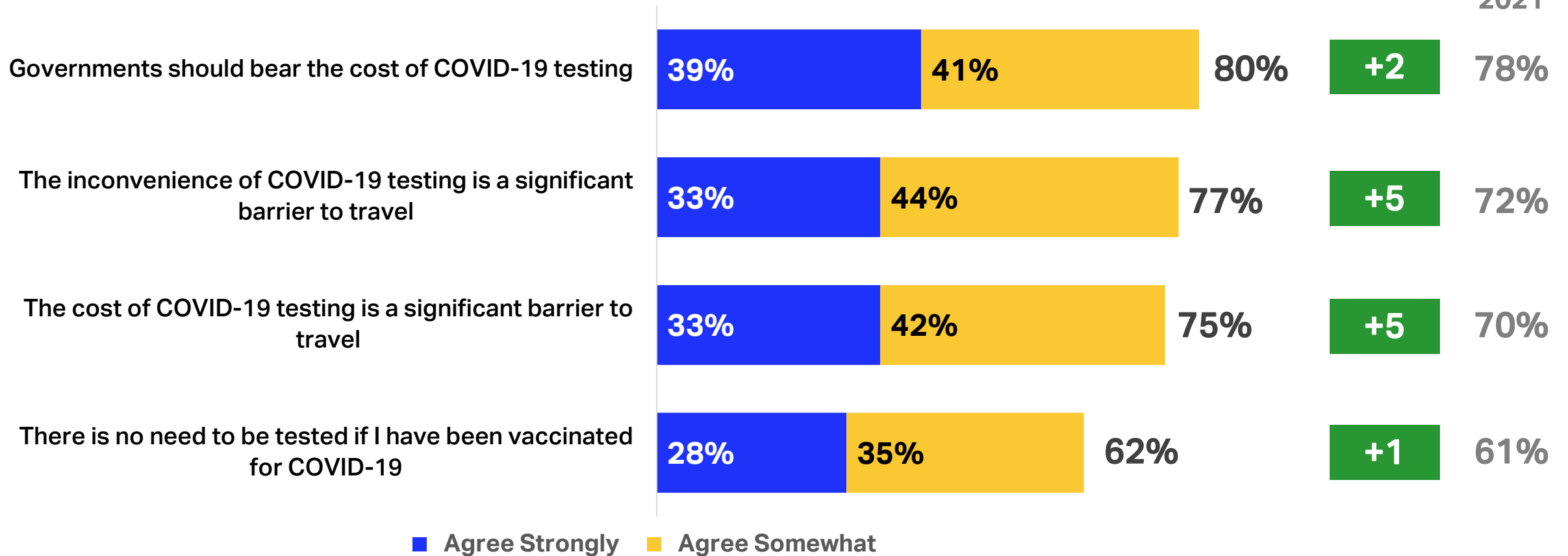
12 Q22. Do you agree strongly, agree somewhat, disagree somewhat or disagree strongly with each of the following statements?



More see **testing** inconvenience/cost as barriers

Beliefs About the Role of Testing*

June
2021



*Numbers may not always add up due to rounding.

Q19. How strongly do you agree or disagree with the following statements about

13 COVID-19 testing as part of the travel process – do you agree strongly, agree somewhat, disagree somewhat or disagree strongly?



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Media Briefing

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