



Passenger insights in the times of a pandemic

Issue 2 – Report Contents



Project overview

IATA has commissioned a survey of recent travelers to find out about the impact COVID-19 on passenger perceptions of the industry as well as expected traveling behaviours. The main purpose of the study was to understand better what trends to expect in the near future which would help shape guidelines for the industry recovery.

The study was conducted in three waves. The results presented in this report mainly cover most recent study which was conducted in June 2020.

The study explores perceptions of 4,700 panel members from eleven countries (Australia, Canada, Chile, France, Germany, India, Japan, Singapore, UAE, UK and USA) who traveled since July 2019.

This report outlines main outcomes of the study. The analysis focuses on perceptions of different traveler groups:

- travelers from different countries;
- business and leisure travelers;
- passengers willing to fly again as soon as COVID-19 is declared contained.

Rockland Dutton Research & Consulting prepared the questionnaire and initial analysis. Data collection and tabulation was performed by Dynata.

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General passenger concerns connected to COVID-19

Passenger concerns related to traveling

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Methodology and sample structure



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

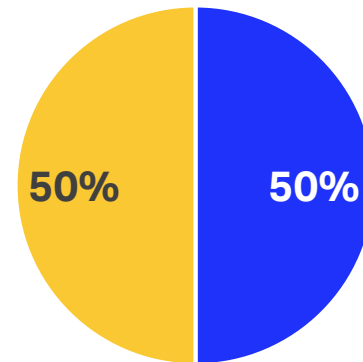
Japan

Singapore

United Arab Emirates

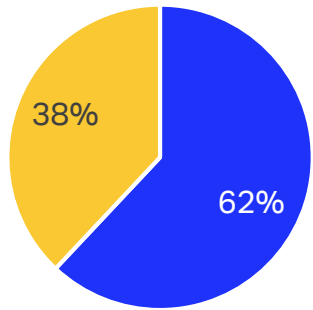
United Kingdom

United States

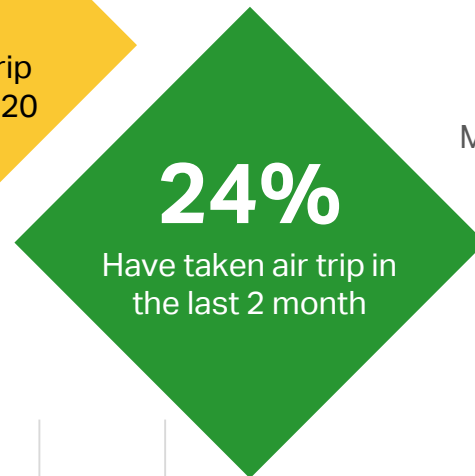


■ Business Traveler ■ Laisure Traveler

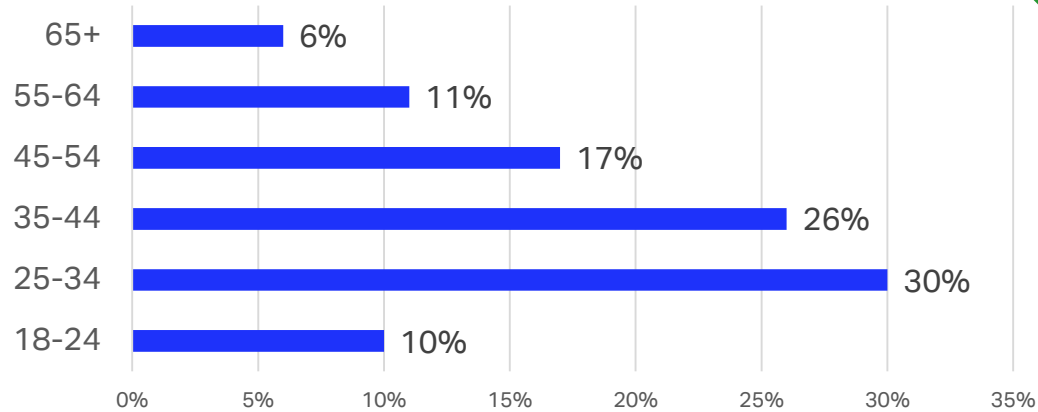
Sample structure



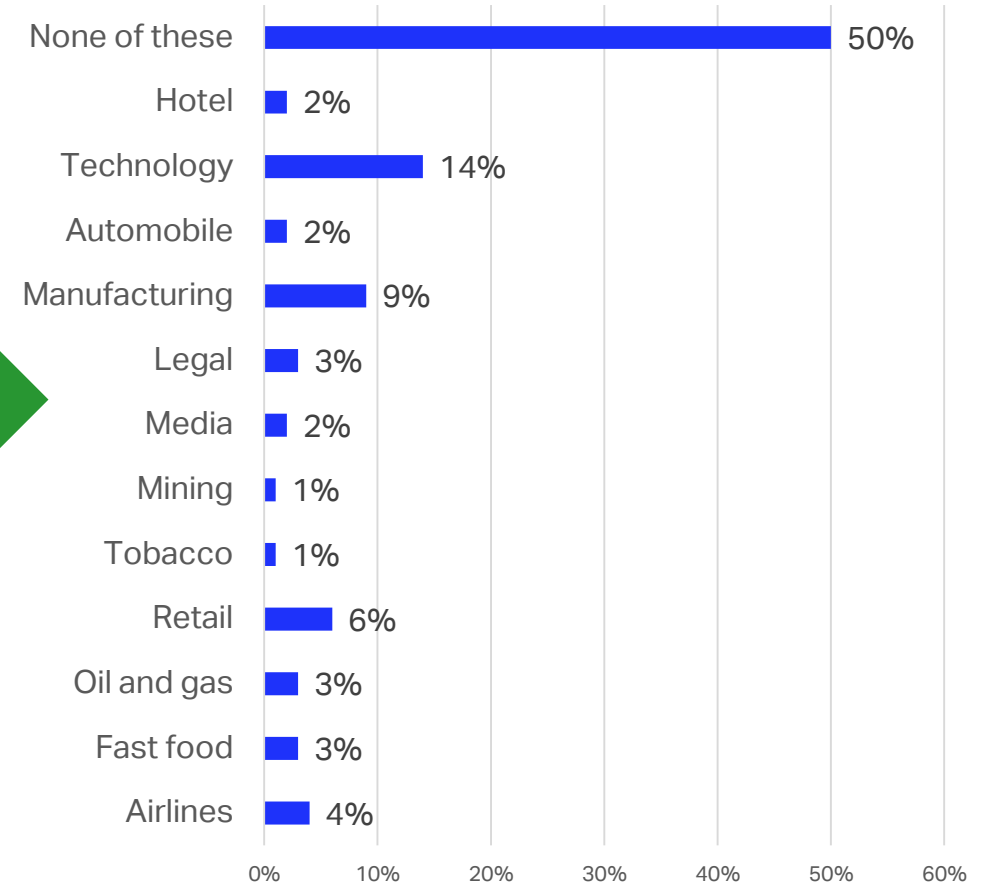
■ Male ■ Female



Age



Industry you work in



List of questions



List of questions (1/6)

Please select which of the following best describes the type of travel you do by plane most often. Select one.

Business

Leisure

I don't travel [\[TERMINATE\]](#)

When was the last time you traveled on an airplane for business/ for leisure? Select one.

In the last 11 months, since the beginning of July 2019

More than 11 months ago [\[TERMINATE\]](#)

[\[IF S1=A, QUALIFY AS BUSINESS TRAVELER; IF S1=B, QUALIFY AS LEISURE TRAVELER\]](#)

Have you taken any airplane trips since January 1st, 2020?

Yes

No

Have you taken any airplane trips in the last 2 months?

Yes

No

How concerned are you personally about contracting the coronavirus/COVID-19 – very concerned, somewhat concerned, not very concerned or not at all concerned?

Very concerned

Somewhat concerned

Not very concerned

Not at all concerned

Have you, or do you personally know anyone, who has contracted coronavirus/COVID-19?

[CHECK ALL THAT APPLY](#)

Yes I have

Yes a family member has

Yes a friend, acquaintance or work colleague has

No

List of questions (2/6)

What steps, if any, have you taken specifically to avoid contracting the coronavirus/COVID-19?

CHECK ALL THAT APPLY

- Avoided being in public places
- Avoided being in large meetings
- Worn a mask when in public
- Used more disinfectants when traveling
- Washed your hands more often
- Avoided air travel
- Worn gloves in public
- I have not taken any steps

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

CHECK ALL THAT APPLY

- Avoid being in public places
- Avoid being in large meetings
- Wear a mask when in public
- Use disinfectants when traveling
- Wash your hands often
- Avoid air travel
- Wear gloves in public
- I will not take any steps

Once the pandemic has subsided, how concerned would you be about each of the following at the airport – extremely concerned, somewhat concerned, not too concerned or not at all concerned?

- Handing over your passport, phone or boarding pass to airline agents, security staff or government officials at the airport
- Checking baggage
- Waiting at the gate or lounge
- Eating or drinking at restaurants, bars or lounges
- Touching bins/trays when going through security
- Using airport restrooms/toilets
- Breathing the air at the terminal
- Queueing/waiting in line at check-in, security, border control, or boarding
- Being in a crowded bus or train to get to your aircraft
- Collecting your baggage
- Touching your baggage after collecting it

Of the following, which three concern you the most?

ALLOW RESPONDENT TO SELECT UP TO THREE

SHOW ONLY ITEMS FROM THE PREVIOUS QUESTION THAT RESPONDENT IS EXTREMELY OR SOMEWHAT CONCERNED ABOUT

List of questions (3/6)

Once the pandemic has subsided, how concerned would you be about each of the following on board the aircraft – extremely concerned, somewhat concerned, not too concerned or not at all concerned?

- Consuming catered food and beverage items
- Using the restroom/toilet facilities
- Sitting next to someone who might be infected
- Touching your seat
- Touching the tray tables
- Touching the in-flight entertainment screen
- Touching magazines
- Touching the overhead bins to store your carry-on bags
- Walking through the aircraft to the toilet
- Breathing the air in the plane
- Interacting with the cabin crew

Of the following, which three concern you the most?

ALLOW RESPONDENT TO SELECT UP TO THREE

SHOW ONLY ITEMS FROM THE PREVIOUS QUESTION THAT RESPONDENT IS EXTREMELY OR SOMEWHAT CONCERNED ABOUT

Once the pandemic has subsided, if you were going on a trip how much safer would each of the following make you feel – a lot safer, somewhat safer, not much safer or not at all safer?

- Knowing more about the incidence of COVID-19 transmission on planes
- Knowing that my destination is coronavirus/COVID-19 free
- Knowing that there are travel insurance products related to coronavirus/COVID-19
- Knowing that all passengers entering the airport have been tested for COVID-19
- Knowing that all passengers entering the aircraft have been tested for COVID-19
- Knowing that the aircraft and airport facilities are regularly cleaned and sanitized
- Knowing that there are emergency procedures available in place in case the risk for COVID-19 is discovered
- Knowing that the staff you interact with at the airport and on the aircraft have been tested and determined to be safe to work
- Knowing that all airport and aircraft staff will wear masks, gloves and other protective equipment

How would you prefer to learn about measures that airlines are taking to keep you safe while traveling?

PLEASE SELECT 1-3 ITEMS

- On airline/airport/travel agency websites
- During your online check-in on the airline website or mobile app
- When checking in at the counter or kiosk
- Through announcements by the cabin crew on board the aircraft
- Through announcements or videos on the in-flight entertainment
- Through email from your airline/travel agency
- In your social media feed
- Through notifications on your mobile app

List of questions (4/6)

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?

- Temperature testing of all passengers at departure
- Screening of all passengers for coronavirus/COVID-19 at departure
- Social distancing on aircraft
- A coronavirus/COVID-19 immunity certification guaranteeing you exemption from quarantine in any country
- Receiving a personal sanitization kit to clean your seat area
- Having hand sanitizer readily available on board
- Mandatory wearing of masks in airports and planes by passengers
- Seeing sanitization being performed throughout the airport
- Seeing sanitization being performed throughout the airplane
- Asking all passengers to complete a health declaration
- Touchless processing through the airport
- Mandatory wearing of masks in airports and planes by the crew

Of the following, which three would make you feel safest?

[ALLOW RESPONDENT TO SELECT UP TO THREE](#)

[SHOW ONLY ITEMS FROM THE PREVIOUS QUESTION THAT MAKES RESPONDENT FEEL A LOT OR SOMEWHAT SAFER](#)

Once the pandemic has subsided and it has been declared safe to travel, which of the following would you personally be willing to do during airplane travel?

[CHECK ALL THAT APPLY](#)

- Take a coronavirus/COVID-19 test at the departure airport
- Take a coronavirus/COVID-19 test at the arrival airport
- Arrive at the airport 3 hours before your flight to allow time for COVID-19 testing
- Take a blood test to prove your coronavirus/COVID-19 immunity prior to travel
- Undergo a 14 day self-isolation on arrival
- Undergo a temperature check at departure and/or arrival
- Wear a mask from the time of entry to the airport to leaving the destination airport
- Share personal health data before travel to receive a health certificate confirming eligibility to travel
- Share personal health data before travel to allow touchless processing through the airport
- Check in online to minimize interactions with other people at the airport
- Wear a mask on board the aircraft from the time of departure until leaving the plane
- Use the self-check bag drop facilities at the airport to minimize interactions with another person
- Limit hand baggage to one item to avoid congestion when getting on and off the plane
- Clean your own area on board the aircraft with sanitizing wipes
- None of the above

List of questions (5/6)

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

- Not wait at all
- Wait a month or two
- Wait six months or so
- Wait a year or so
- Not resume my usual travel plans for the foreseeable future

Once the pandemic has subsided, how likely are you to do each of the following – very likely, somewhat likely, not too likely or not at all likely?

- I will reduce my travel in general
- I would only travel by air in my own country
- I will postpone air travel until the economy stabilizes
- I will postpone air travel until my personal financial situation stabilizes
- I will travel, but not by air
- I will travel by air for a vacation as soon as possible
- I will travel by air for a business trip as soon as possible
- I will travel by air to see family/friends as soon as possible
- I will travel by air less for leisure
- I will travel by air less for business
- I would travel by air to another country on my continent
- I would travel by air to another country on another continent
- I will try to limit my air travel to shorter flights
- I don't anticipate any future travel plans

In your best estimate, when do you expect it will be declared safe to travel again?

- In 1-3 months
- In 3-6 months
- In 6-12 months
- More than a year from now

How worried are you about each of the following when it comes to airplane travel in the future – very worried, somewhat worried, not too worried or not at all worried?

- Catching the virus while traveling
- Being quarantined while traveling
- Being quarantined upon return from travel

List of questions (6/6)

If there were insurance products available that covered cancellations or disruptions related to COVID-19, would you be more likely to start flying again, less likely, or wouldn't it make a difference to you?

More likely
Less likely
No difference

When travel restrictions have been relaxed, would you be more likely to fly to foreign destinations if visas were cheaper and easier to obtain, less likely, or wouldn't it make a difference to your foreign travel?

More likely
Less likely
No difference

Thank you

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

