

Inmarsat's 2021 Passenger Confidence Tracker had over **10,000** respondents across 16 countries. It's the largest survey of its kind undertaken since the pandemic began and offers invaluable insights about air travellers' changing mindsets in the face of COVID-19. Here's just a taster of some of the things it taught us.



59%

49%





within the next 12 months

60% within the next

6 months

last year

75% feel confident flying

60%

The number of people planning to travel less frequently by air has decreased by 6% since

ONCE PEOPLE HAVE EXPERIENCED A FLIGHT COVID-19 is the #1 concern for 59% Those who have flown during the

CATCHING COVID-19 IS STILL A MAJOR TRAVEL CONCERN BUT CONFIDENCE GROWS



of passengers in Asia-Pacific \$ 49%

pandemic are 20% more confident

in air travel safety precautions

than those who haven't

26% OF PASSENGERS will now only fly with TRUSTED AIRLINES



PASSENGERS WANT MORE PROACTIVE HEALTH & SAFETY PRECAUTIONS



PASSENGERS ARE CONCERNED ABOUT THE INCONVE

think vaccine

good idea

passports are a



want consistent worldwide safety standards

51% 41% 36%

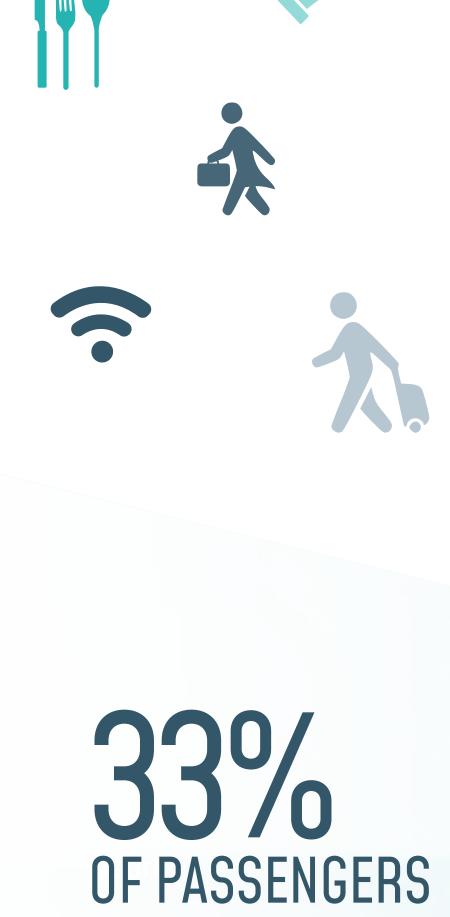
OF PANDEMIC TRAVEL



Confusing safety protocols in different countries and airlines Cost of pre/post-flight **COVID** testing

29%





 Contactless payments • Pre-order contactless catering

70-80%

OF AIRLINE PASSENGERS

SAID THEY WOULD FEEL MORE

CONFIDENT INFLIGHT WITH SOLUTIONS

THAT MINIMISE TOUCHPOINTS:



said inflight entertainment

would significantly boost

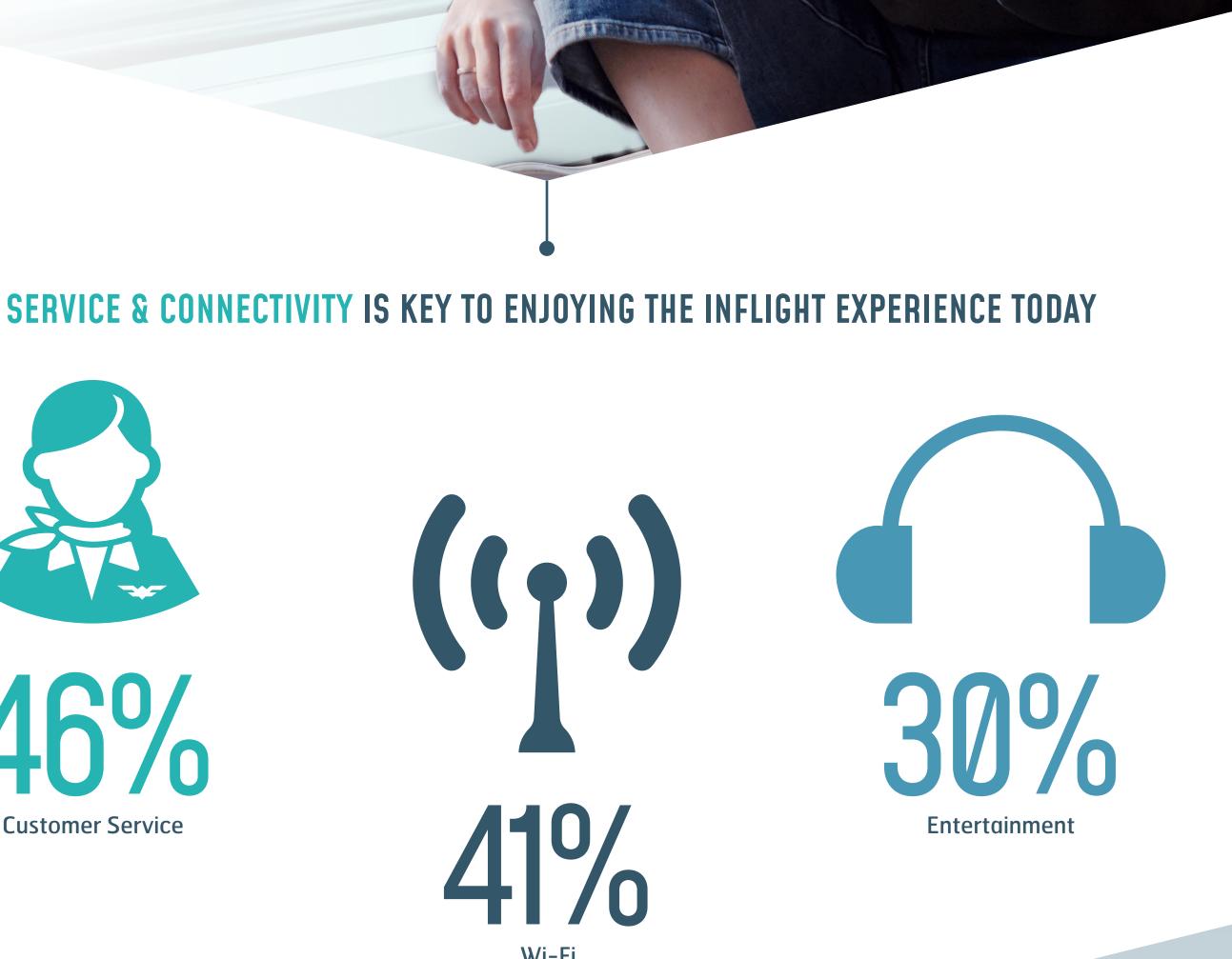
on their OWN DEVICE

confidence



Customer Service

41% Wi-Fi



BETTER INFORMATION IS KEY TO PASSENGER CONFIDENCE





want to clear immigration

before landing

