

# PASSENGER CONFIDENCE TRACKER

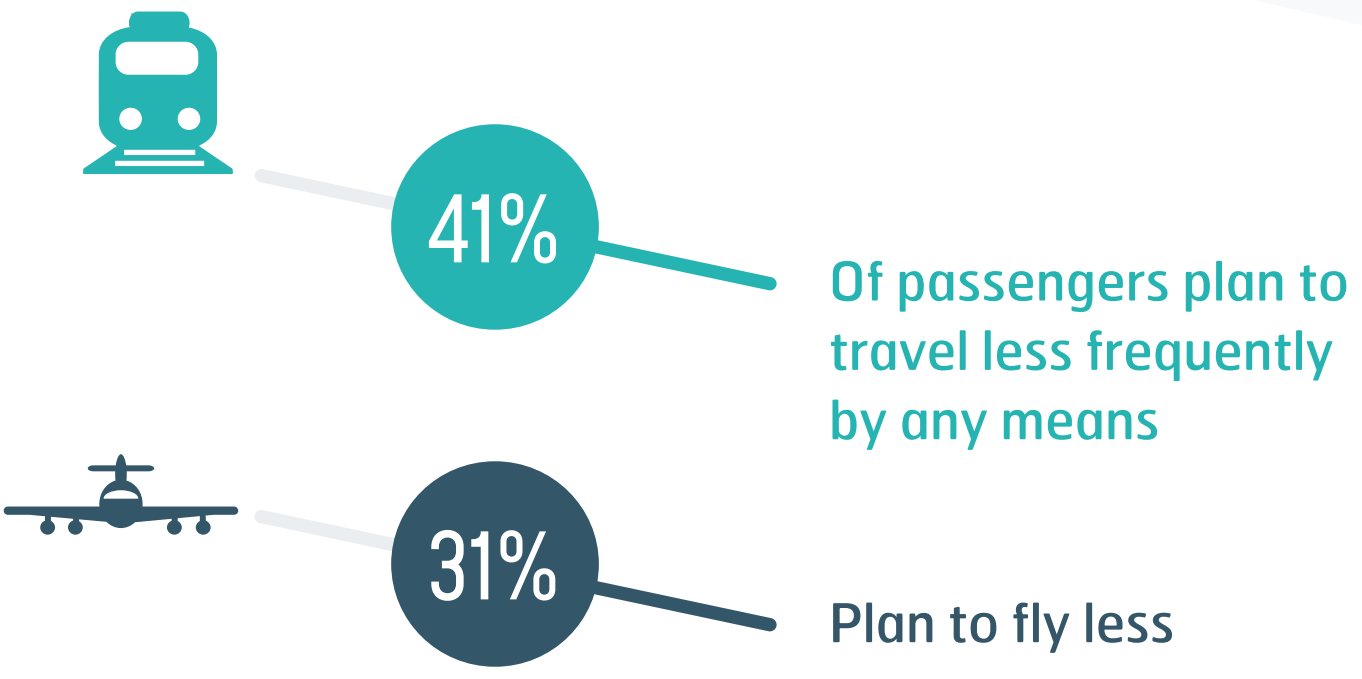
Inmarsat's Passenger Confidence Tracker had nearly **10,000 respondents** across **12 countries**. It's the largest survey of its kind undertaken since the pandemic began and offers invaluable insights about air travellers' changing mindsets in the face of COVID-19.

Here's just a taster of some of the things it taught us.



## 8 IN 10 AIRLINE PASSENGERS

Say their travel habits will change as a result of COVID-19



## 61% OF PASSENGERS

are fearful of catching the virus abroad – that's more than the 55% that worry about catching the virus on a plane

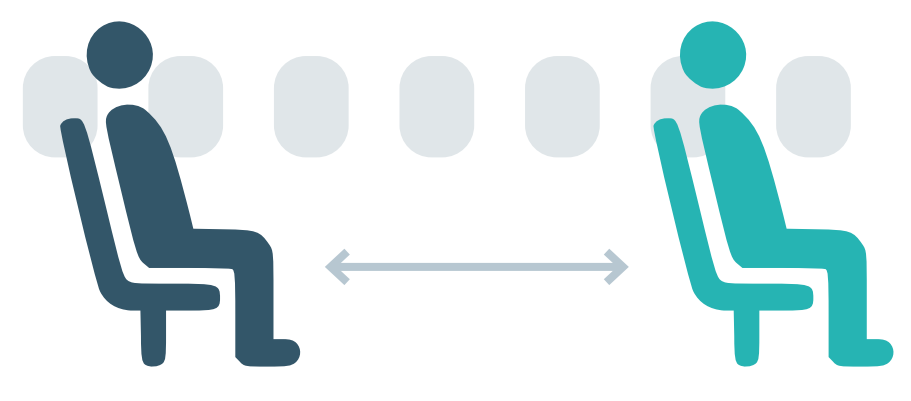


The most popular solutions for passengers are those that minimise touchpoints and reduce interaction with other travellers.

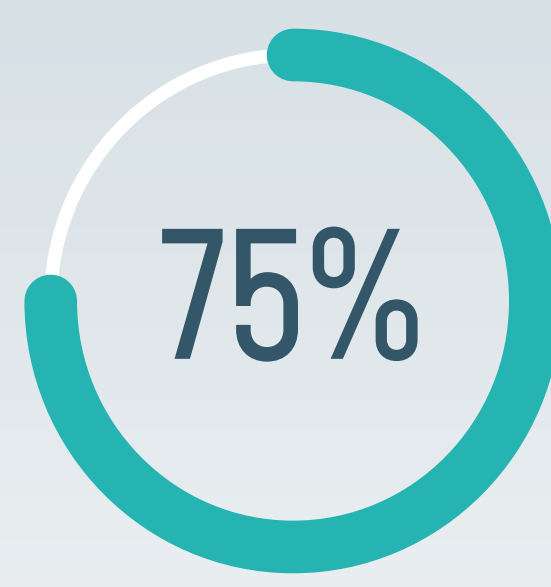
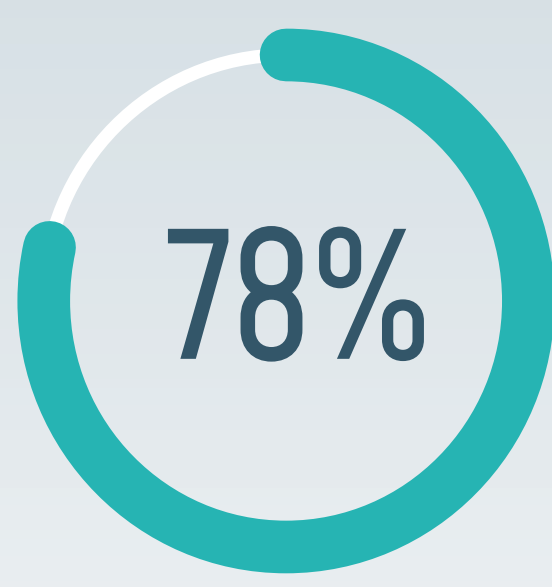
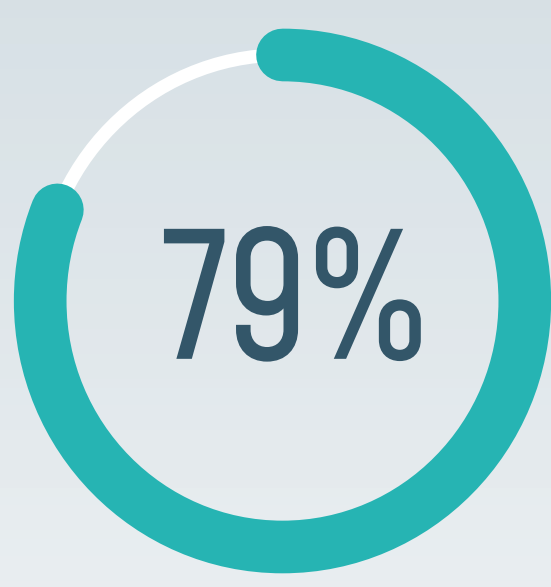


## 83% OF PASSENGERS

want contactless payments inflight and 88% would like the reallocation of empty seats for distancing.



Passengers feel more confident with better information inflight



All of which are enabled by passenger connectivity

## NEARLY 4 IN 10 PASSENGERS

agree that onboard Wi-Fi matters more today than ever before

Research carried out in collaboration with Yonder (formerly Populus)

