

## PASSENGER SURVEY INSIGHTS: COVID-19



JULY 2020



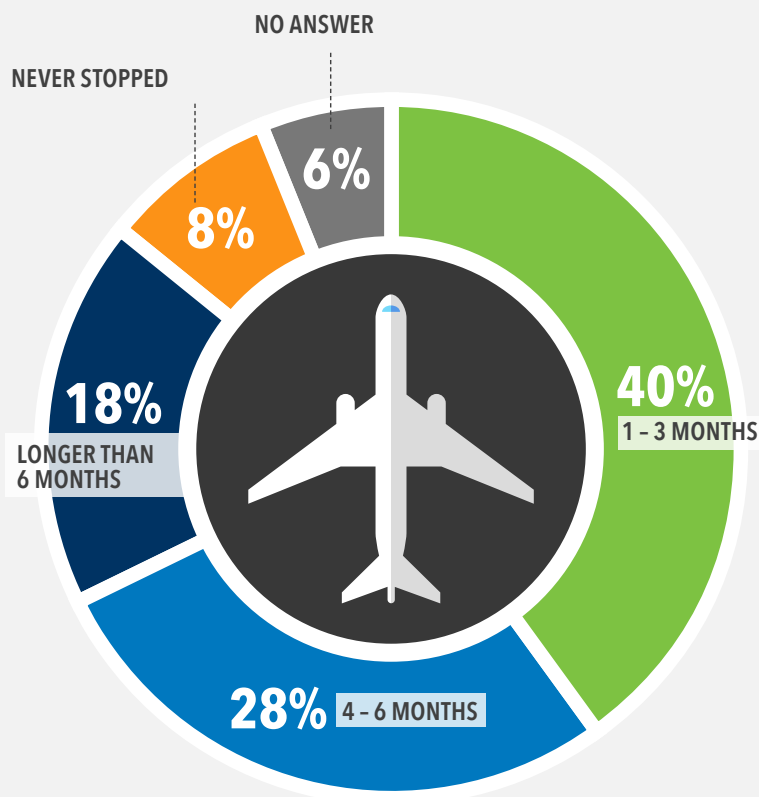


Tri-Cities Airport conducted a survey of regional travelers in June and July of 2020, asking about their travel expectations related to COVID-19. Here's what they said (based on 468 responses).



# Q

## WHEN WILL THEY TRAVEL AGAIN?



**A** Most people still expect their travel plans to only be impacted/delayed a short time. A full 40% of people report they will fly within the next 1 - 3 months; another 8% say they never stopped flying. That means almost half of respondents (48%) expect to fly within the next 90 days.

**40%** 1 - 3 MONTHS

**28%** 4 - 6 MONTHS

**18%** LONGER THAN 6 MONTHS

**8%** NEVER STOPPED

**6%** NO ANSWER

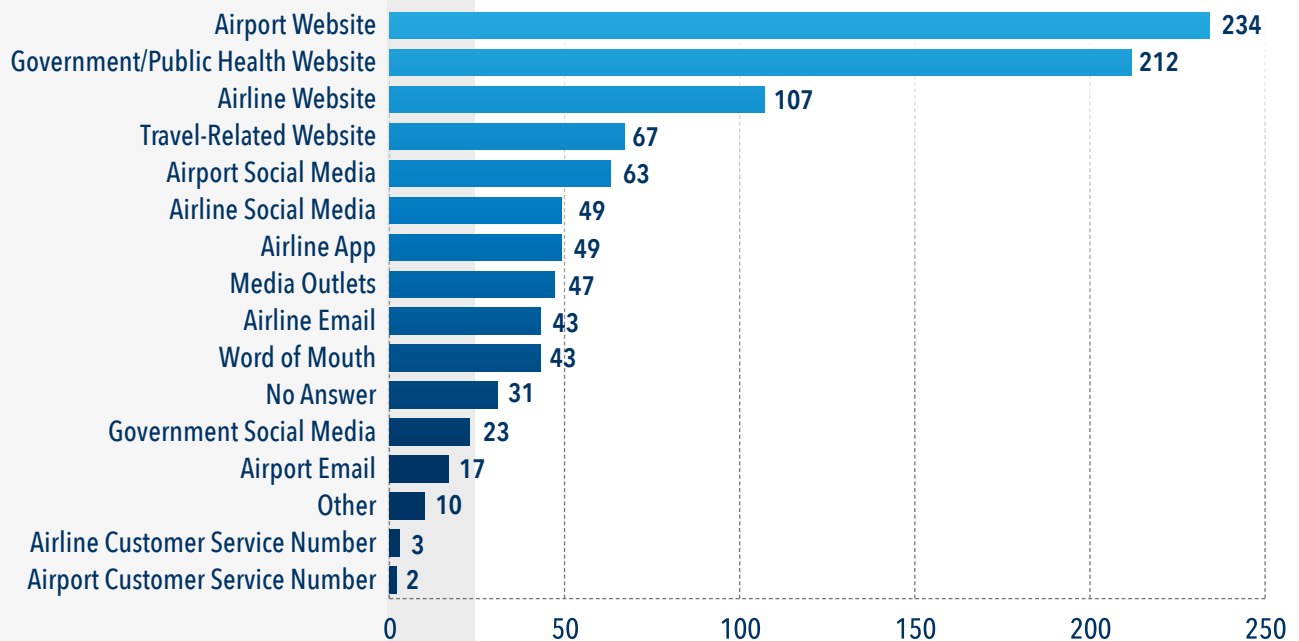
# Q

## WHERE WILL THEY GET TRAVEL INFORMATION?

**A** Websites are vital sources of information: The top four sources were all websites (PSC website, government/public health websites, airline websites, travel-related websites). All other sources of information were far less likely to be cited.



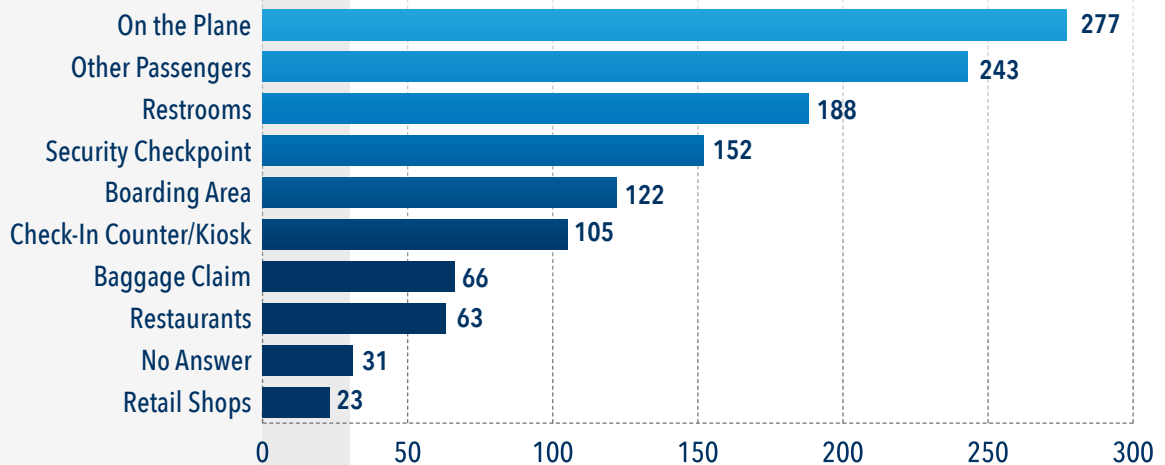
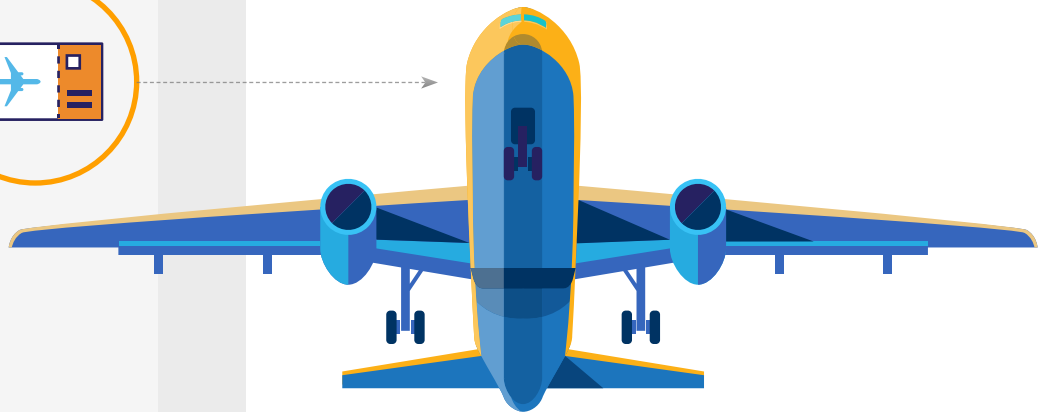
# NO. 1



Q

**WHAT DO THEY  
THINK ARE HIGH  
RISK AREAS?**

**A** Perceived risks are related to high touch/high contact areas of the travel journey: people felt "being on the plane" and "other passengers" were the greatest risks, with "restrooms" and "security checkpoints" somewhat less worrisome.

NO.  
1

Q

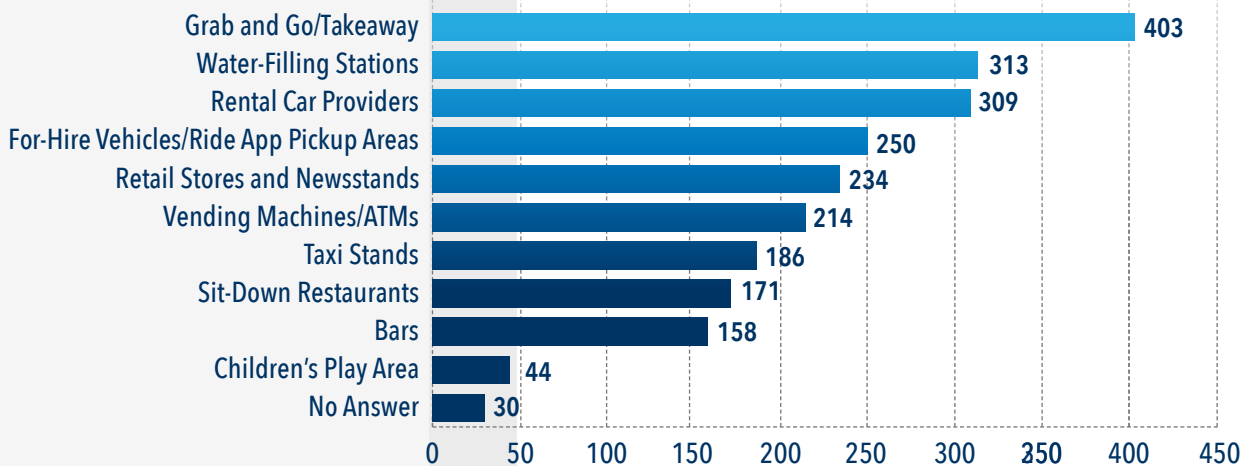
**WHAT AIRPORT SERVICES DO THEY EXPECT?**



NO.  
**1**

**A** When asked what services they expected to find on their next trip, every single service listed (with one exception) was expected by 34% or more of respondents. The only exception? The children's play area, expected/wanted by only 9% of people.

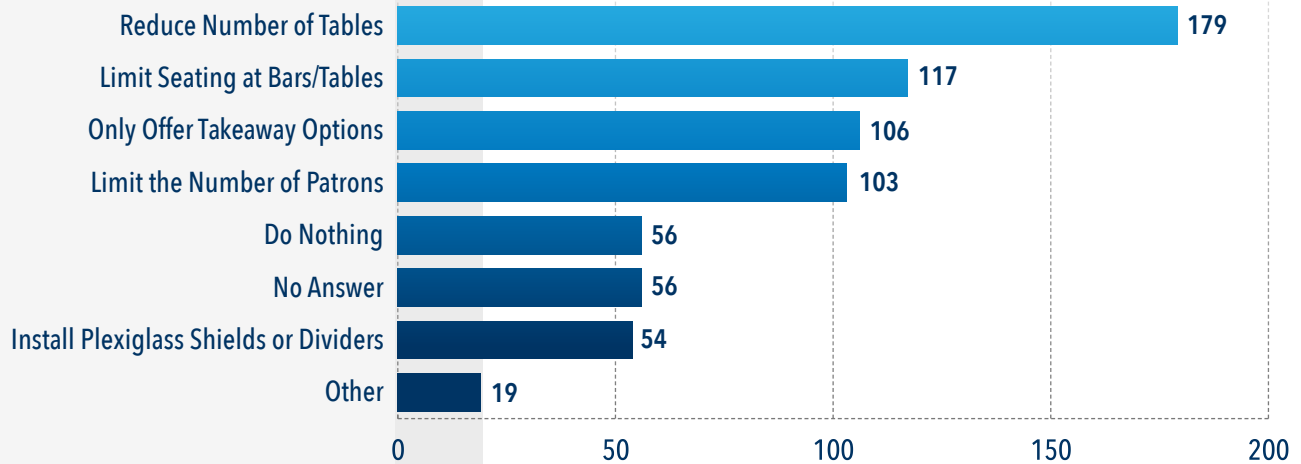
**GRAB &  
GO/  
TAKEAWAY**



Q

**HOW WOULD THEY  
ENCOURAGE SOCIAL  
DISTANCING?**

**A** Travelers preferred reducing tables at restaurants/bars (38%) over seating fewer people at current tables (25%). However, a significant number of people (12%) said “do nothing” is the best way to promote social distancing, and an equal number chose not to answer the question.

**NO.  
1****REDUCING  
TABLES**  
38% PREFERENCE

Q

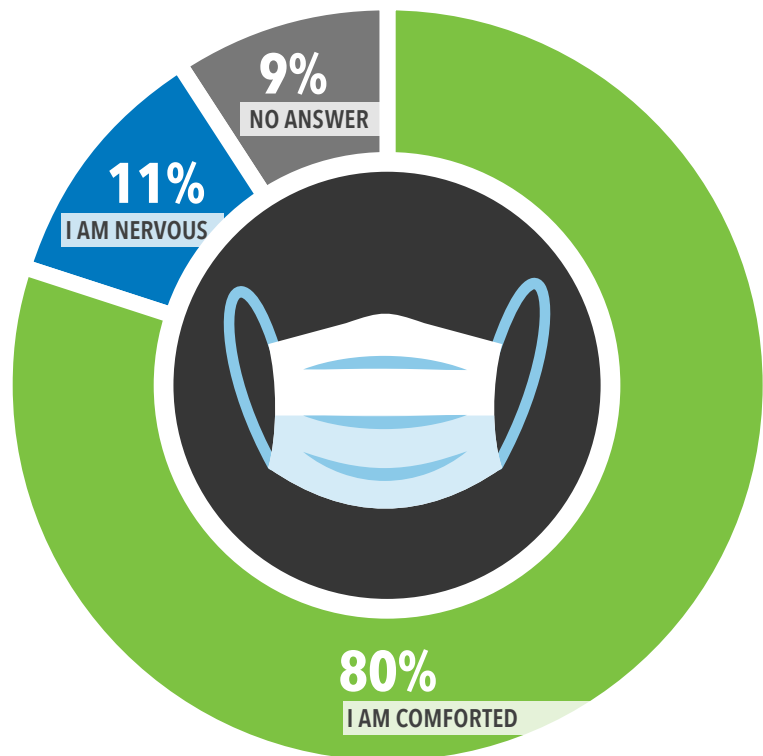
**HOW DO THEY FEEL  
ABOUT WORKERS  
WEARING PPE?**

**80%** I AM  
COMFORTED

**11%** I AM  
NERVOUS

**9%** NO  
ANSWER

**A** The large majority of people report they would be comforted by seeing airport employees with Personal Protective Equipment (PPE) such as masks and gloves: 80% said this would make them feel comforted, while only 11% said it would make them feel anxious.





## STATEMENTS RECEIVING THE MOST AGREEMENT

THE AIRPORT SHOULD INSTALL MORE HAND  
SANITIZER STATIONS.

✈ ✈ ✈ ✈ ✈ (4.48)\*

PASSENGERS SHOULD ADHERE TO SOCIAL  
DISTANCING REQUIREMENTS THROUGHOUT  
THE AIRPORT.

✈ ✈ ✈ ✈ ✈ (4.17)\*

I TRUST THE AIRPORT WILL TAKE THE  
NECESSARY PRECAUTIONS TO PROTECT  
MY SAFETY.

✈ ✈ ✈ ✈ ✈ (4.11)\*



Based on a 1 - 5 scale  
from strongly disagree (1)  
to strongly agree (5).

## STATEMENTS RECEIVING THE LEAST AGREEMENT

PASSENGERS SHOULD HAVE THEIR  
TEMPERATURES TAKEN WHEN ENTERING  
THE TERMINAL.

✈ ✈ ✈ ✈ (3.16)\*

THE AIRPORT SHOULD PROVIDE  
FEWER SEATING OPTIONS TO ENABLE  
PHYSICAL DISTANCING.

✈ ✈ ✈ ✈ ✈ (3.51)\*

AIRPORTS SHOULD INSTALL PHYSICAL  
BARRIERS AT PUBLIC COUNTERS, SUCH AS  
PLEXIGLASS GUARDS.

✈ ✈ ✈ ✈ ✈ (3.54)\*

