



# 2021 Air Travel Survey Key Findings

*Thoughts on Air Service and Safety as We Navigate the Pandemic*



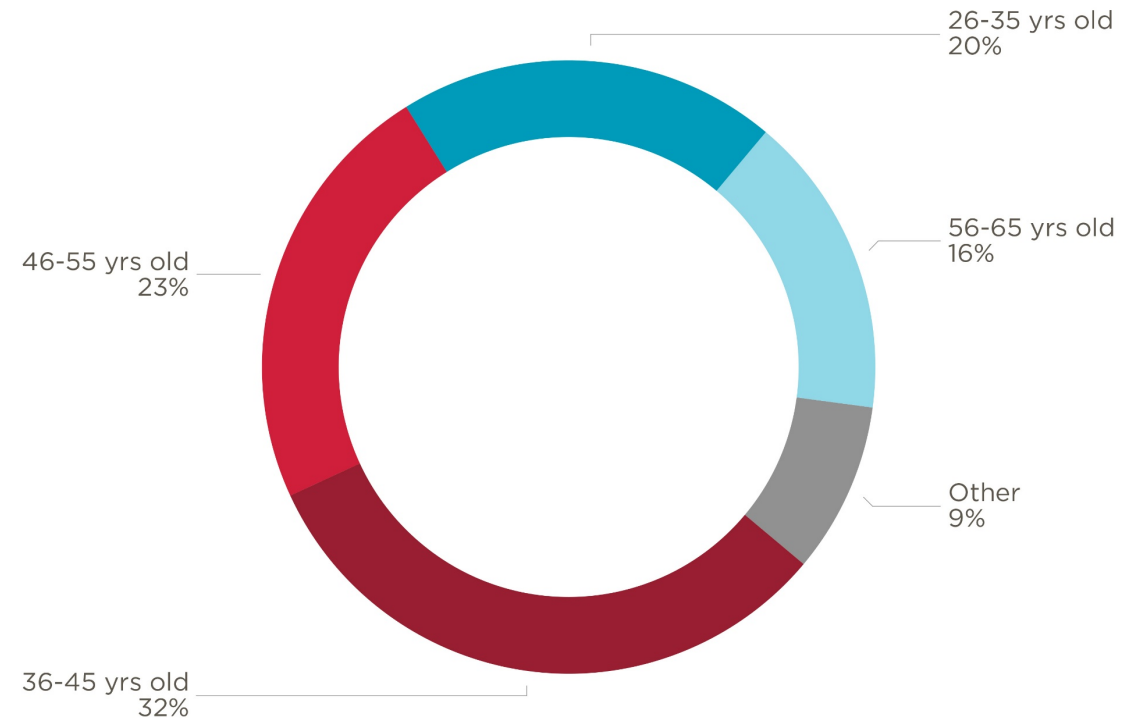
# Respondent Demographics

## 739 survey takers

- Survey was open from 4/13/21 to 4/30/21
- Survey takers were from a wide range of industries, 10% nonprofit

32% of survey takers were between 36-45  
23% between 46-55  
20% between 26-35  
16% between 56-65

49% are already traveling for business or plan to within the next 30 days

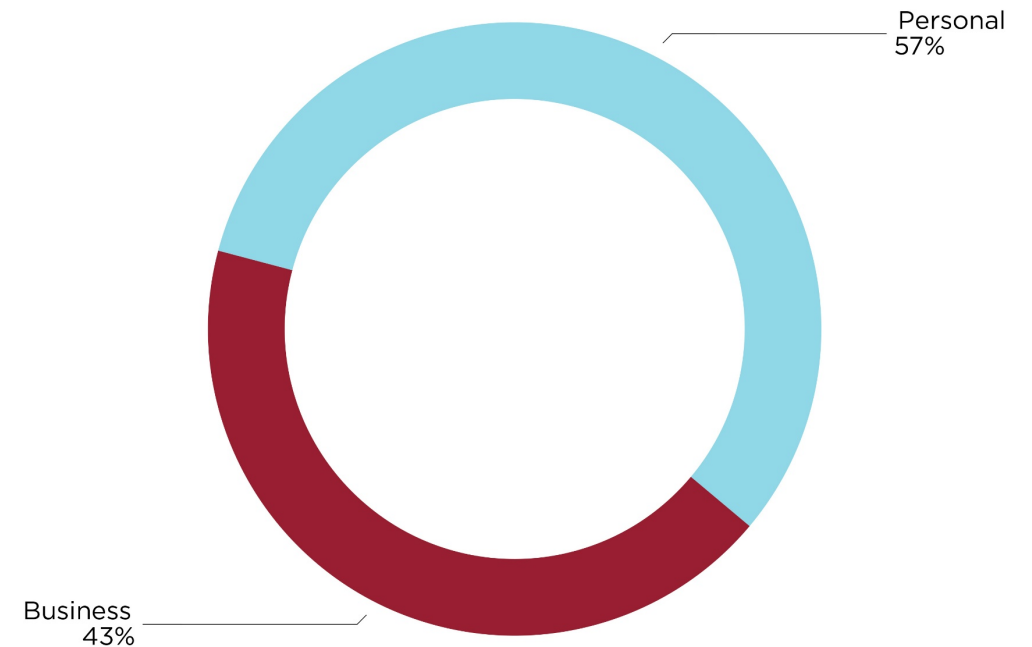


# Primary reason for air travel Pre-COVID

Business 43%  
Personal 57%

## What travel restrictions does your business currently have?

29% said no one is currently traveling for business;  
59% said people can travel now with adequate reason  
12% selected travel restriction existed but is no longer in place



# Importance of Air Travel

Before COVID-19, how important was air travel through KCI to your professional role?

Not important, I did not fly through KCI at all for work .....	2%
Somewhat important, I flew through KCI for work as-needed, but not regularly .....	10%
Important, I flew through KCI for work several times a year .....	28%
Very important, I flew through KCI frequently for work, at least once a month .....	31%
Extremely important, I flew through KCI multiple times a month for work .....	29%

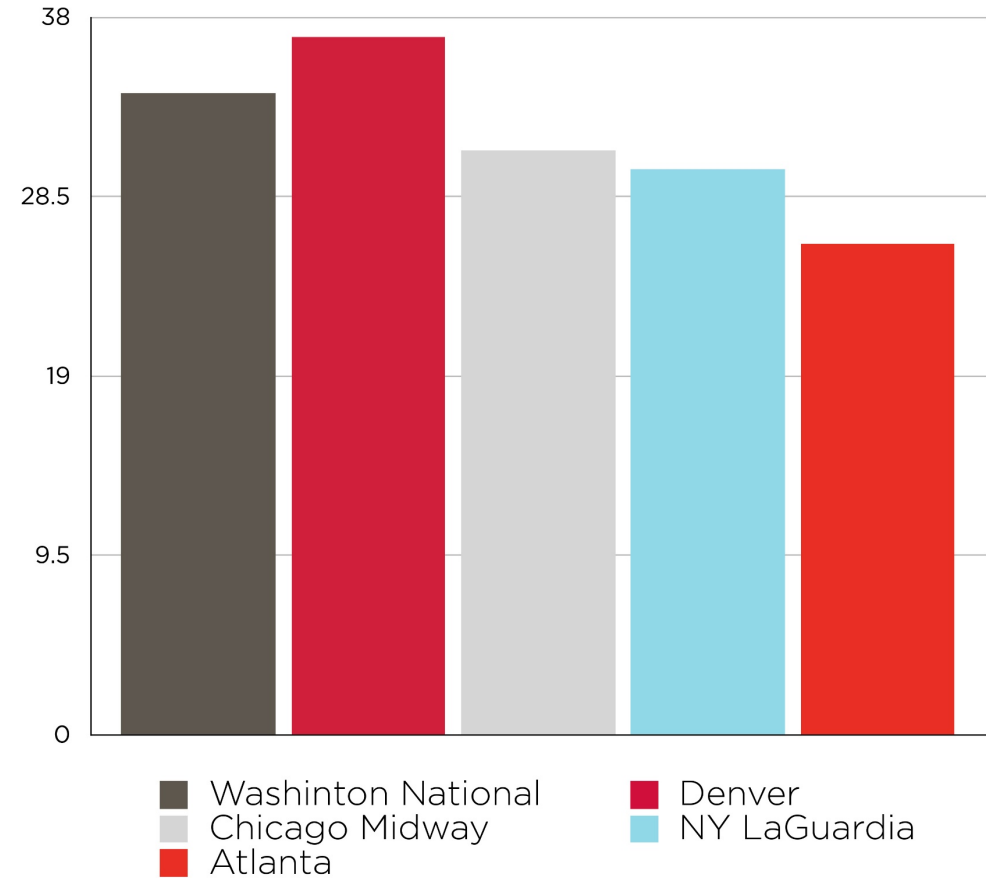
# Destinations

## Top 5 nonstop destinations desiring increased service

Denver 37%  
Washington National 34%  
Chicago Midway 31%  
NY LaGuardia 30%  
Atlanta 26%

## Top 3 nonstop destinations desired to be reinstated

San Francisco 42%  
Austin 41%  
Boston 34%



# Remote Work & Air Travel

Compared with your business air travel in 2019, how has the expansion of remote work impacted your likelihood to travel for business in the future?

Remote work has increased my likelihood to travel for business in the future ..... 7%

Remote work has decreased my likelihood to travel for business in the future ..... 51%

Remote work has not affected my likelihood to travel for business in the future ..... 42%

# Air Travel Budget

Has your company's travel budget been cut for the next year?

Yes.....	32%
No.....	43%
I don't know .....	25%

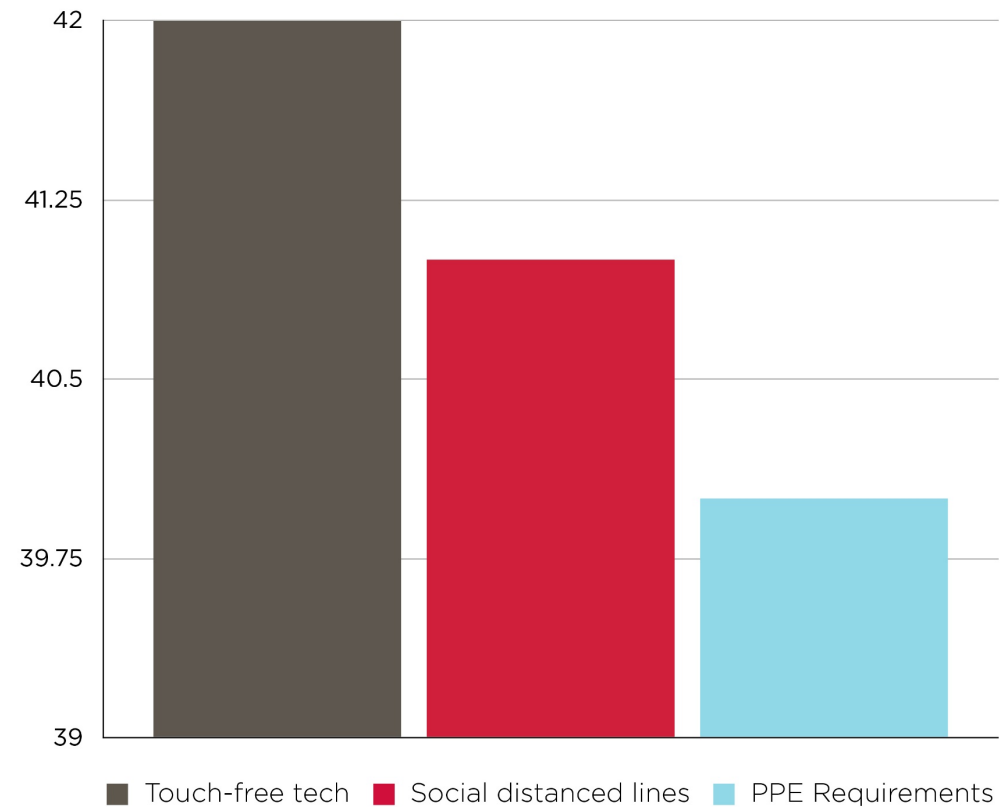
# Safety

## Top 3 concerns needed to feel safe in current KCI

Increased touch-free tech 42%  
Social distanced check in/security lines 41%  
Required use of PPE for all 40%

## What will you want to feel safe in the new air terminal?

Anticipate feeling safe 56%  
Air filtration system 38%  
Increase in touch-free tech 30%  
Increased cleaning 24%





# Verbatims

I would like to see stores and locations to purchase PPE or other items as such be open extended hours.

I am looking forward to the new airport opening!

I will increase personal air travel just to try out the new airport because I am so excited for it.

Make it easy from curb to gate.

I booked a personal vacation in May, so I will be ready for some business travel when my company gives us the all clear.

I am excited to get back to traveling again!

The background is a solid red color with several overlapping geometric shapes in a darker maroon shade. On the left, there are triangular shapes that create a sense of depth and movement. On the right, there is a large, semi-transparent circle. The text is centered horizontally and partially overlaps the maroon shapes.

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