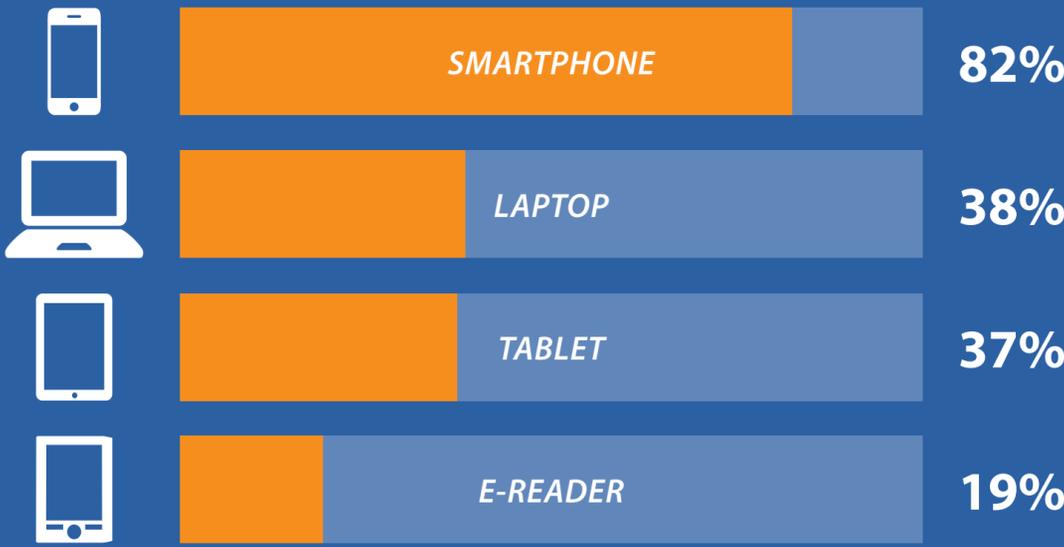
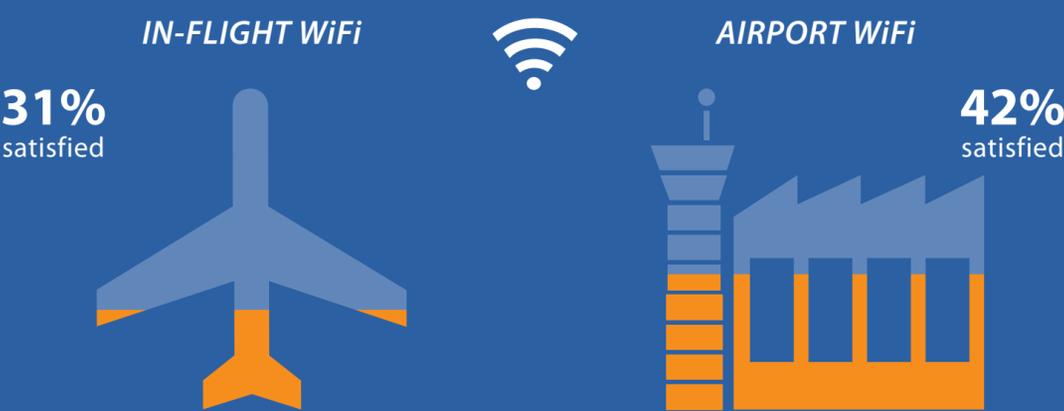


TRAVELERS SET TECH AGENDA FOR AIRPORTS & AIRLINES: OVER 2600 FLYERS POLLED, HERE'S WHAT THEY SAID

1 TRAVELERS FLY WITH MORE CONNECTED DEVICES

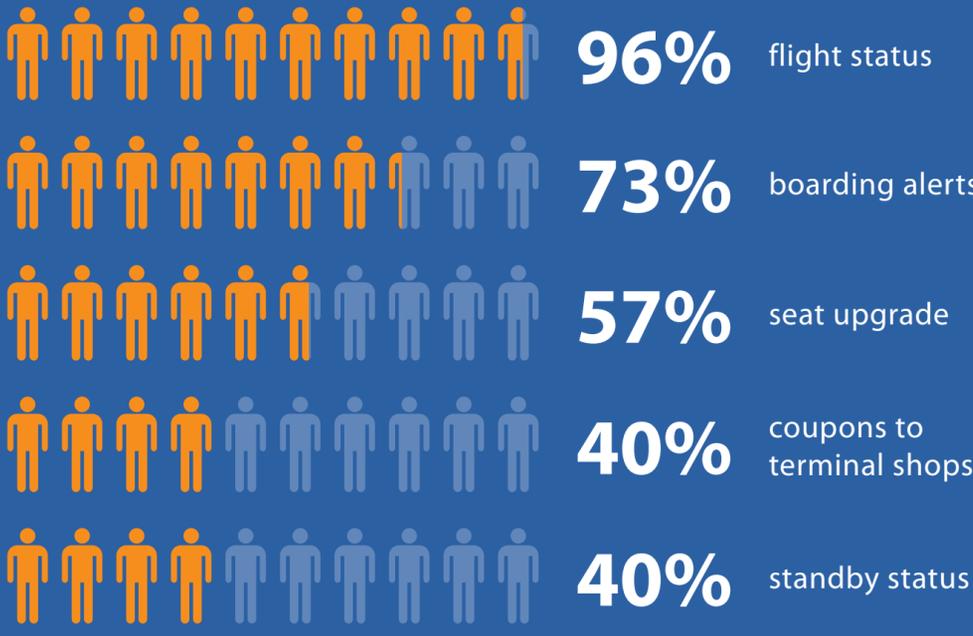


2 WiFi AVAILABILITY IS FRUSTRATING AND LIMITED

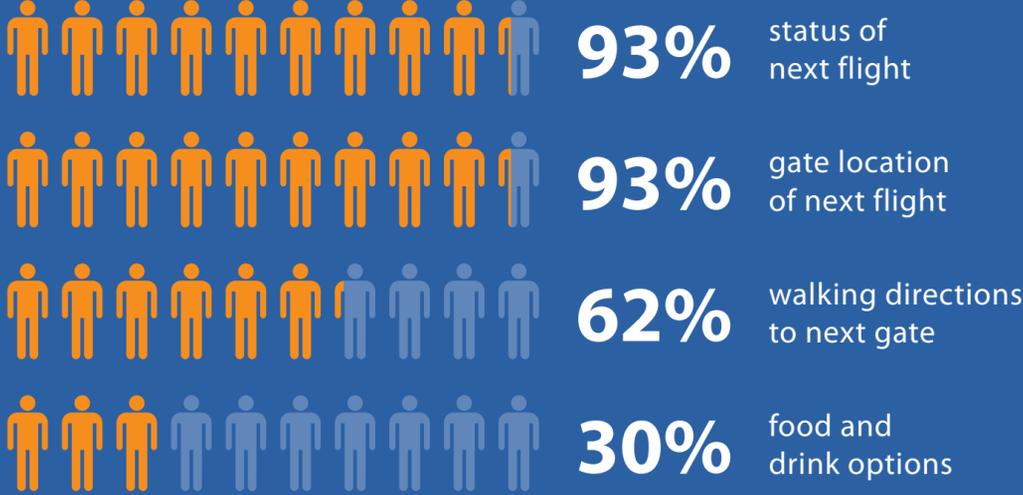


3 DEMAND FOR MOBILE COMMUNICATION IS ON-THE-RISE: WHAT TRAVELERS WANT AND WHEN...

WHILE WAITING TO BOARD



AFTER THE FIRST LEG OF A CONNECTING FLIGHT



4 SELF-SERVICE IS THE FUTURE: MOST DESIRED MOBILE FEATURES



5 WHERE DO AIRPORTS AND AIRLINES GO FROM HERE?

- a. Remain focused on mobile.
- b. Pay attention to the mobile user experience.
- c. Capitalize on mobile as a point-of-sale.
- d. Keep passengers informed.
- e. Enhance the WiFi experience.

Opportunities mount as travelers reveal high expectations for mobile communication and self-service capabilities. For a full look at FlightView's survey results and what the feedback means for the travel industry, download the market brief for airports, or the brief for airlines.

