



AIRPORTS COUNCIL
INTERNATIONAL

Silverlining
RESEARCH

ACI EUROPE SURVEY ON THE IMPACT OF DIGITALISATION AND AUTOMATION ON THE PASSENGER EXPERIENCE

GLOBAL REPORT

OCTOBER 2024

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METHODOLOGY



METHODOLOGY

- The questionnaire was designed by the ACI EUROPE Task Force on the Passenger Experience, while Silverlining handled the aggregated data report for all participating airports.
- A total of 2,953 interviews were conducted in the following European airports: AGP, ALC, AMS, ATH, BCN, BER, BRU, FCO, FRA, LIN, LPA, LYS, MAD, MUC, MXP, NCE, PMI, RIX, RMO, SOF and VIE.
- The interviews were conducted from June 13th to August 2024, at the departure gate, through a self-administered questionnaire with departing passengers.

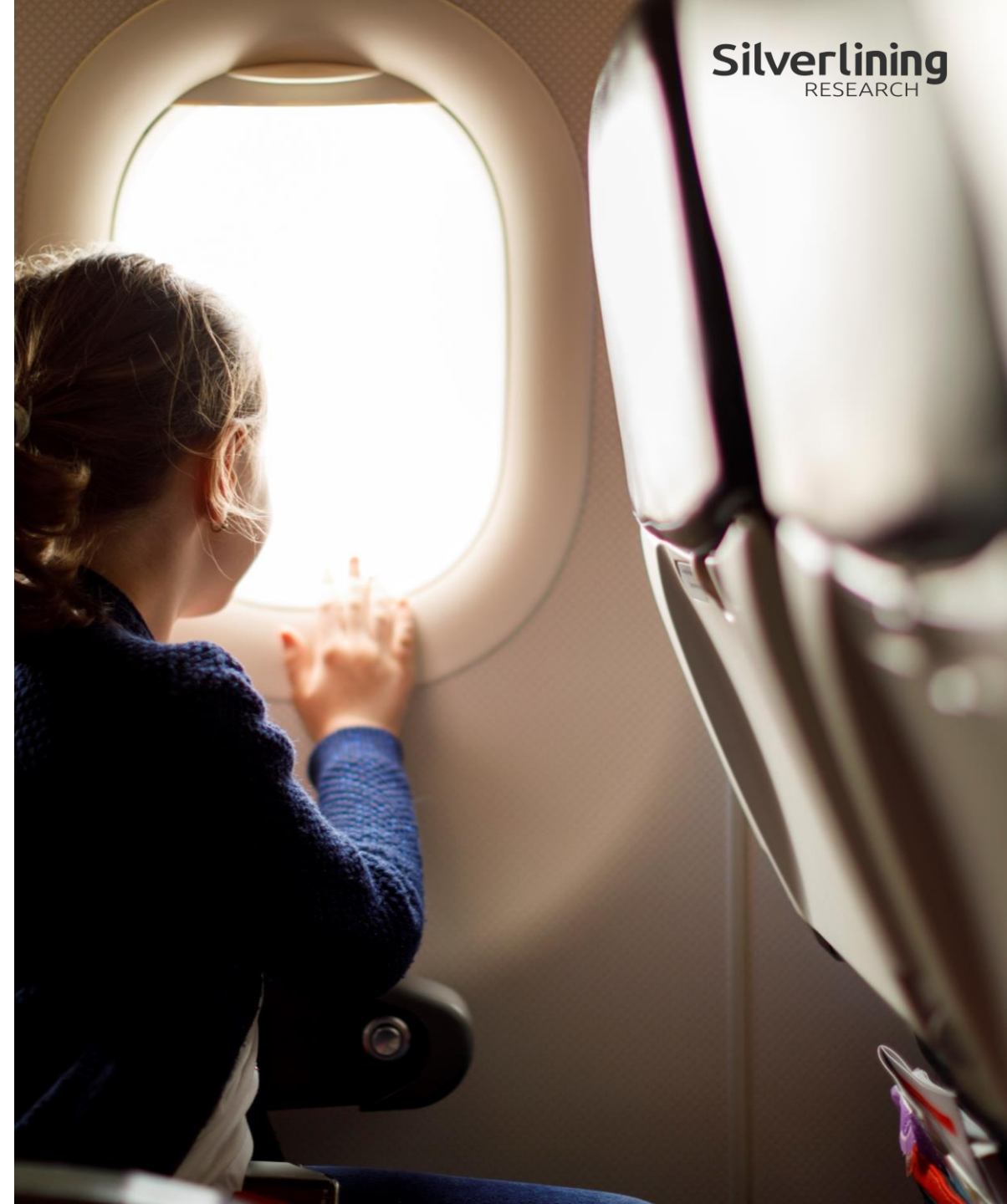
Survey airports	Interviews conducted
AGP (AENA)	146
ALC (AENA)	148
AMS	205
ATH	149
BCN (AENA)	5
BER	216
BRU	254
FCO	101
FRA	238
LIN	100
LPA (AENA)	153
LYS	213
MAD (AENA)	149
MUC	102
MXP	111
NCE	114
PMI (AENA)	19
RIX	178
RMO	148
SOF	100
VIE	104
Total	2953



METHOD

READER NOTIFICATION

- The reader should have in mind that the base sizes varies partly because not all questions were asked to all, but also because of missing answers as not all questions were mandatory in all airports.
- If minimum 1 passenger has given an answer to a specific answer, the chart will show "0%" if answered by less than 0,5%.
- Specific answers with no answers (answered by 0 passengers) are excluded from the charts.



KEY INSIGHTS



KEY INSIGHTS

MAIN FINDINGS

Overall

- Passengers adapted to the digitalization and seem to be happy with it for the majority of them while the analysis of open comments shows another picture.
- A high proportion of passengers, 73%, are confident in using digital or online products and services, with 11%, not confident or avoiding using digital or online products and services (in particular over 65 years-old) . The younger the passenger, the more confident they are in using digital or online products and services.
- Many comments regarding the use of digital devices (at check-in, security, border control) indicate that there is still the need for staff to assist/reassure in the use of digital services.
- The analysis of open comments highlights that the main barrier to further digitalization is the lack of trust in the technology (failure, loss of mobile phone..) and that services are not accessible to all, in particular older people and those not familiar with digital tools. The complexity of use is also an important barrier.
- Suggestions to improve the digitalization's use goes in the same direction: some passengers still need staff assistance, human relations while others advocate for more digitalization, in particular using it for more real-time information. Technology appears not to work always well, to be complex. There is concern for privacy of data (sharing personal information, how the information is stored and managed) for 19% of passengers.



KEY INSIGHTS

MAIN FINDINGS

Check in

- The majority have checked in online or mobile (70%), however the share decreases with age. Older passengers are to a higher extent using the check-in desk with staff.
- The passengers are in general highly satisfied with the different check-in options – especially with the online/mobile check-in option with 96% rating it at least good.
- Most common reasons for a good score for the different check-in options are that it is easy, quick and efficient.. However, when the passenger checks in at traditional desk, the attitude of staff (friendly, helpful, assisting) plays an important role.

Border control

- The standard border control lane (booth) was used by 52% of the passengers, while 42% passed through the self-service border control gate.
- A greater proportion of travellers aged 35-44 and 65+ have used the accessible/family/assistance lane.
- The primary reason for not utilising the self-service gate lane (automated border control) was due to a lack of awareness of this alternative (41%). 11% of passengers prefer not to use the self-service gate/lane.
- The self-service lane is rated higher than the standard lane. 20% of those who used the standard lane rated it as poor or fair, mainly because of waiting time and queues. The majority of passengers rated the self-service gate/lane and border control in accessible/family-/assistance lane as good or excellent
- Most common reasons for a good score for the different border/passport control options are that it is easy, quick and efficient.

Security screening

- The majority went through the standard security lane (88%).
- The e-gate with scanned boarding card on mobile phone is the most used to access to the security screening. A larger proportion of passengers aged 55+ scanned their boarding pass on paper than on their phone. Very few used biometrics to access the security screening area (less than 1%).
- Both e-gate options to access the security area have been rated highly, with very few passengers rating the options poor or fair.
- Most common reasons for a good score for the different security screening access options are that it is easy, quick and efficient. On the other hand, the most common reason for a low score is that it is too slow.

Boarding

- 63% of the passengers scanned their boarding cards using a mobile phone or other digital device, while one-third opted for a printed version.
- Especially passengers aged 55+, will scan a printed version of their boarding card, as opposed to utilising the digital boarding card. Furthermore, a slightly higher proportion of male passengers will scan their boarding card digitally compared to females.

General

- When passengers use traditional options (ex: check-in desk with staff, border control booth), the attitude deployed by staff is essential.

RESULTS

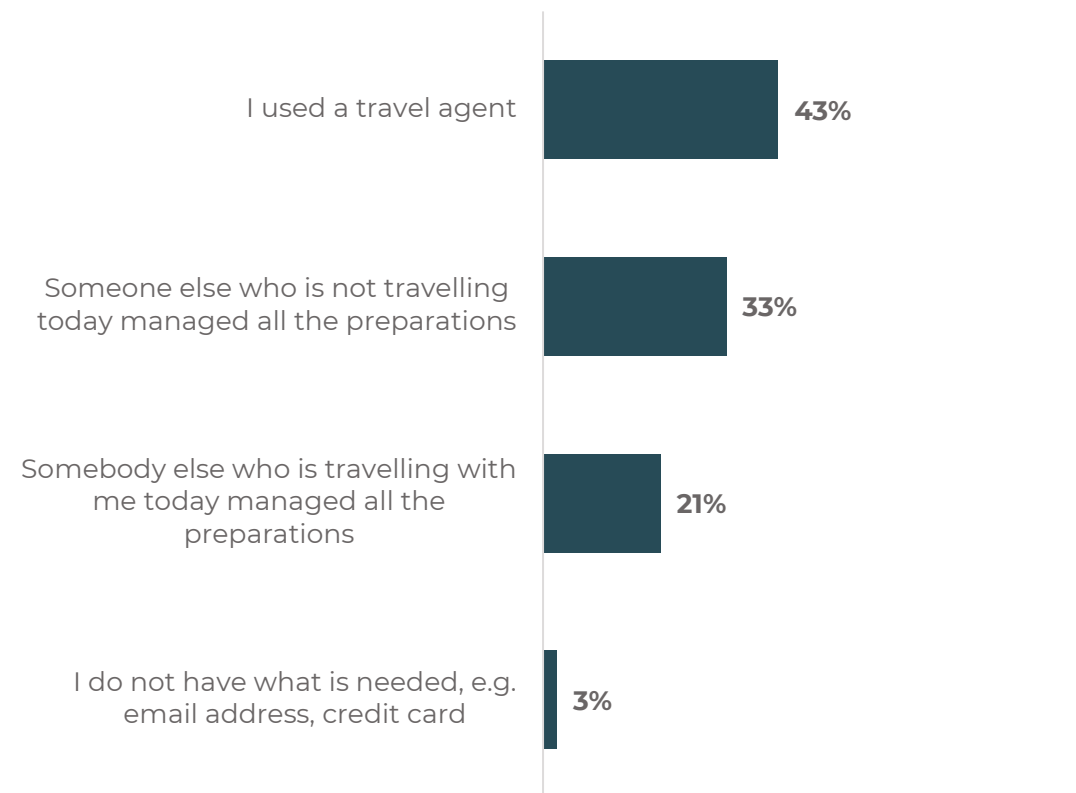
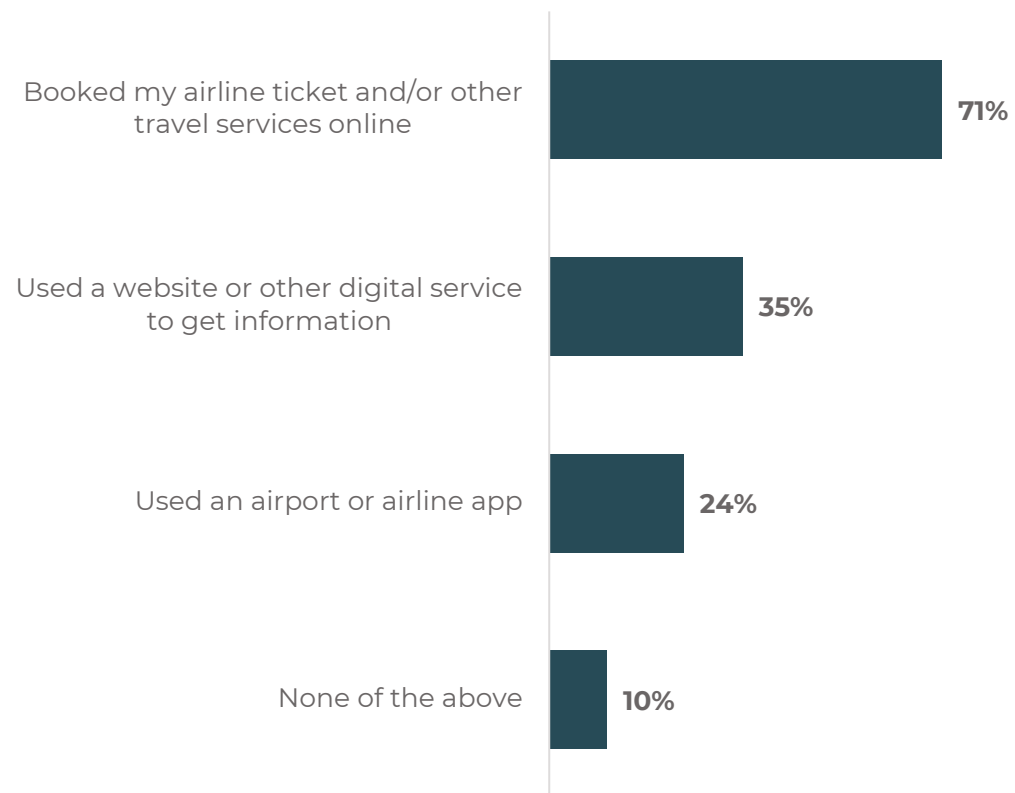


PREPARATION FOR TRAVEL

THE MAJORITY OF PASSENGERS BOOKED THEIR AIRLINE TICKET AND OTHER TRAVEL SERVICES ONLINE, WHILE 35% USED A WEBSITE OR OTHER DIGITAL SERVICES TO GET INFORMATION

In preparing for your trip, which of the following did you do personally/yourself? (n=2952)

You answered 'none of the above'. What is the main reason for this? (n=318)

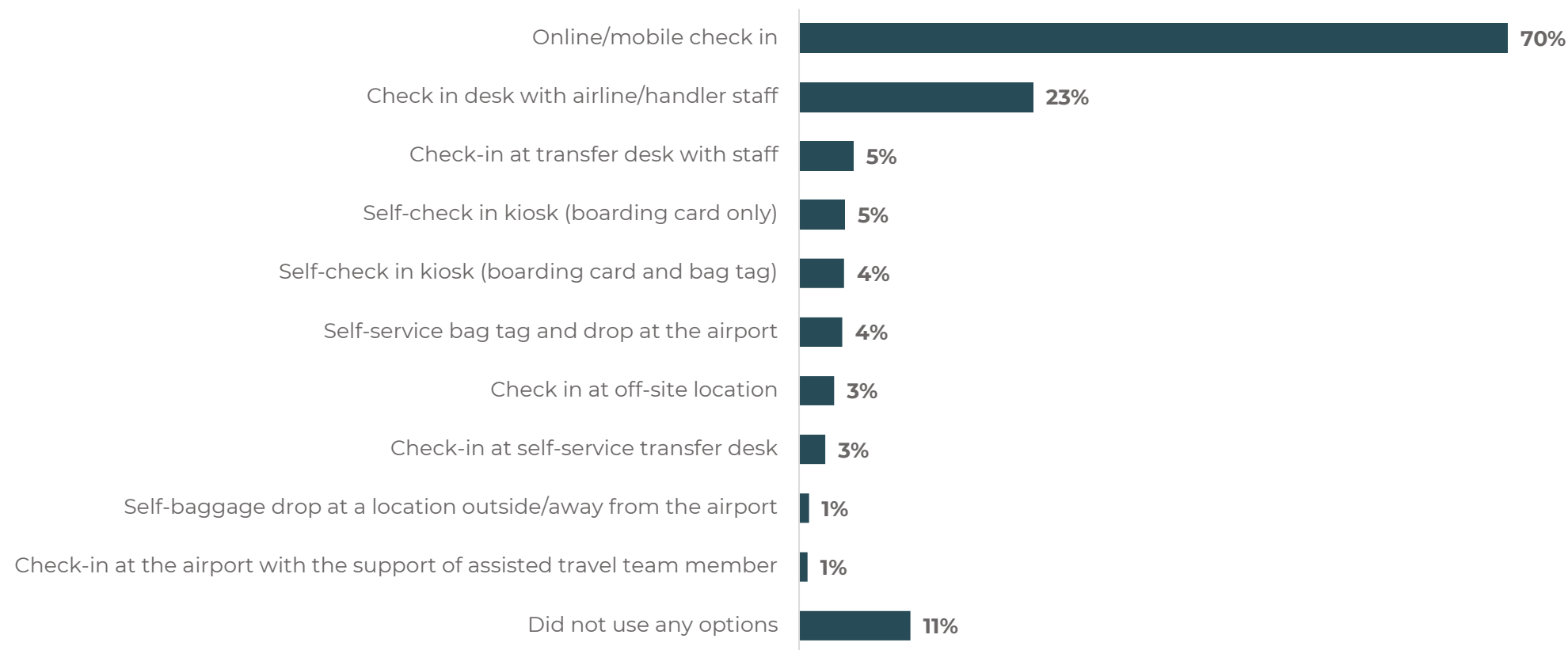


Multiple answers

CHECK-IN

70% HAVE CHECKED IN ONLINE OR VIA A MOBILE PHONE WITH 1 23% CHECKING IN AT CHECK-IN DESK WITH AIRLINE/HANDLER STAFF

Checking in for your flight, which of the following options did you use? (n=2950)



Multiple answers

CHECK-IN

**CHECK IN OPTIONS SPLIT ON AGE: THE SHARE OF ONLINE/MOBILE CHECK IN DECREASES WITH AGE. A HIGHER SHARE OF 55+ Y.O. ARE USING THE CHECK-IN DESK INSTEAD OF THE ONLINE/MOBILE CHECK IN OPTION.
THERE ARE NO DIFFERENCES ACROSS GENDER**

Checking in for your flight, which of the following options did you use? (n=2950)

	Total (n=2950)	Under 16 (n=17*)	16-24 y.o. (n=421)	25-34 y.o. (n=724)	35-44 y.o. (n=696)	45-54 y.o. (n=576)	55-64 y.o. (n=364)	65-74 y.o. (n=122)	75 and older (n=19*)
Online/mobile check in	70%	65%	80%	74%	71%	69%	61%	57%	63%
Check in desk with airline/handler staff	23%	41%	15%	19%	23%	25%	32%	39%	21%
Check in at off-site location	3%	6%	2%	3%	3%	5%	5%	4%	5%
Self-check in kiosk (boarding card only)	5%	6%	4%	5%	3%	5%	5%	8%	16%
Self-check in kiosk (boarding card and bag tag)	4%	6%	5%	3%	4%	6%	4%	4%	21%
Self-service bag tag and drop at the airport	4%	6%	5%	4%	4%	5%	3%	6%	16%
Self-baggage drop at a location outside/away from the airport	1%	6%	1%	0%	1%	1%	1%	2%	5%
Check-in at the airport with the support of assisted travel team member	1%	0%	1%	0%	1%	0%	1%	5%	5%
Check-in at transfer desk with staff	5%	0%	7%	4%	4%	6%	7%	10%	16%
Check-in at self-service transfer desk	3%	0%	2%	3%	2%	3%	3%	3%	16%
Did not use any options	11%	18%	9%	11%	11%	11%	12%	14%	21%

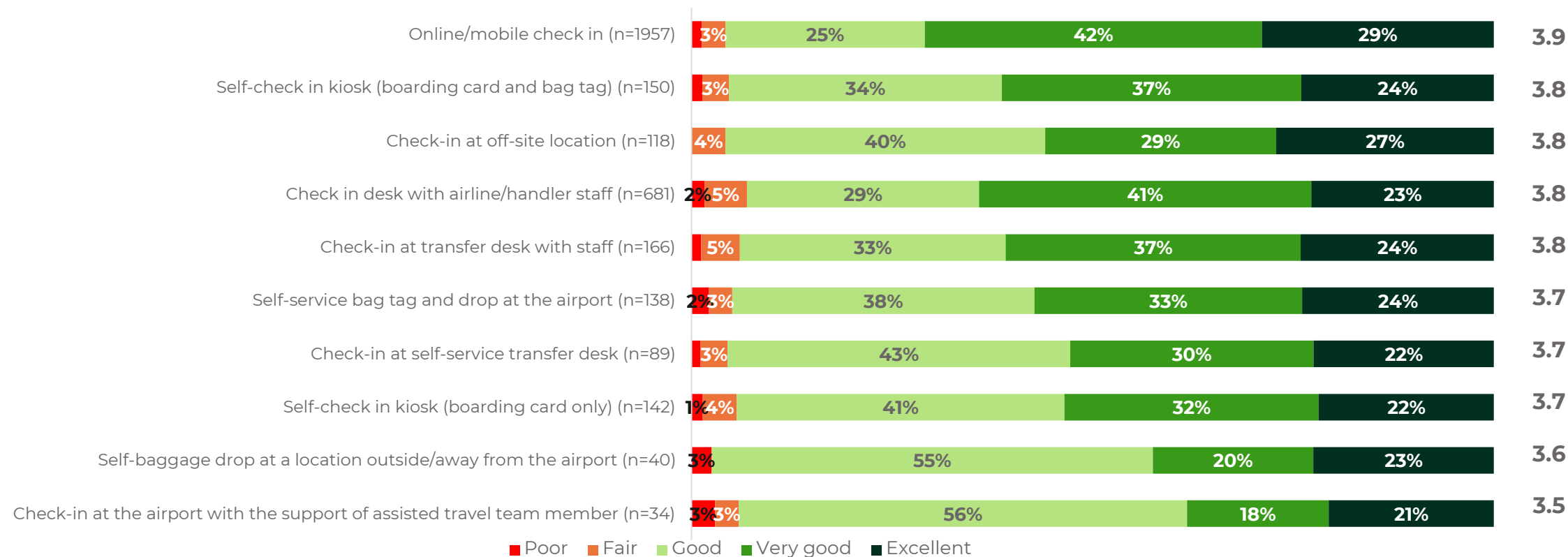
Multiple answers

*Low base

CHECK-IN

RATING OF THE EXPERIENCE WITH CHECK-IN OPTIONS: IN GENERAL, THE MAJORITY OF PASSENGERS ARE RATING THE DIFFERENT CHECK-IN OPTIONS GOOD, VERY GOOD OR EXCELLENT WITH VERY FEW RATING THE CHECK-IN OPTIONS POOR OR FAIR

Based on your experience today, please rate the check-in options you used?



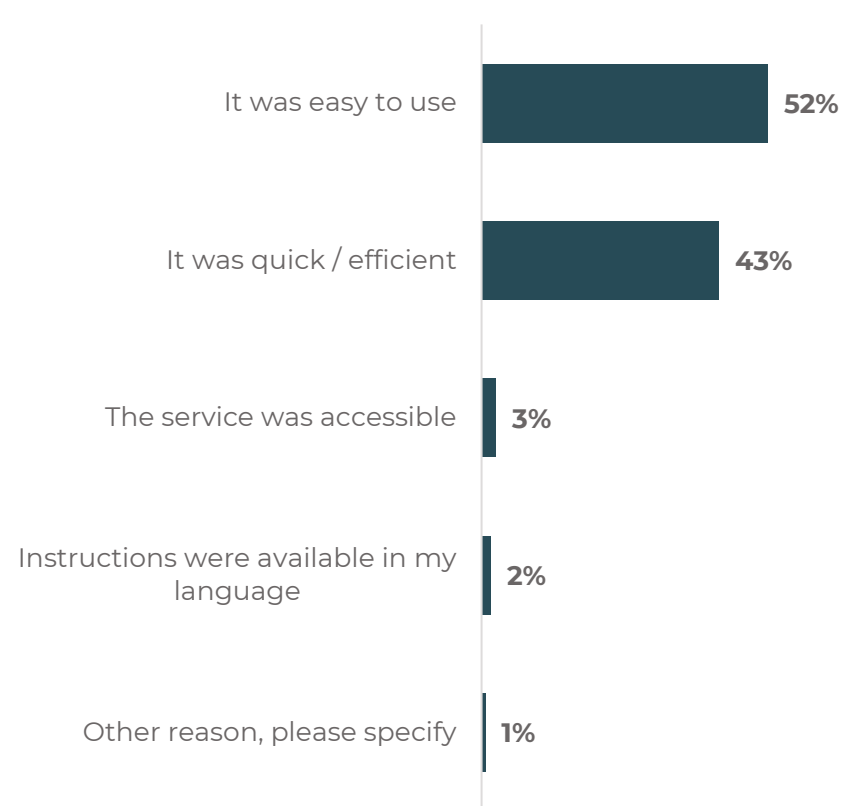
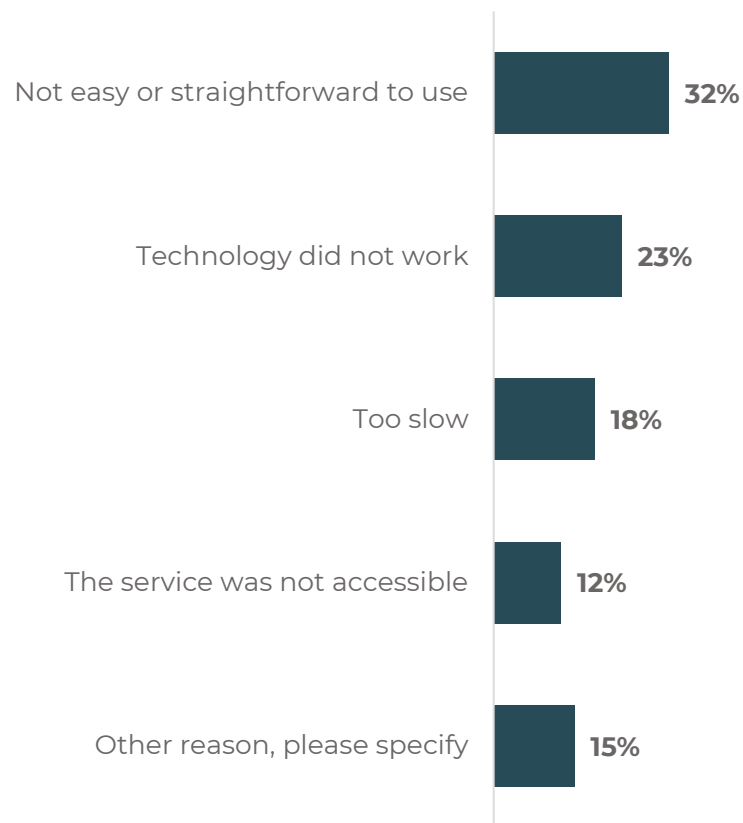
Note: Only asked to passengers who have stated that they have used the check-in options

CHECK-IN

CHECK-IN ONLINE/MOBILE: MAIN REASON FOR LOW SCORE IS THAT IT IS NOT EASY OR STRAIGHTFORWARD TO USE FOLLOWED BY ISSUES WITH THE TECHNOLOGY NOT WORKING OR TOO SLOW. MAIN REASONS FOR A GOOD SCORE IS THAT IT IS EASY TO USE AND QUICK /EFFICIENT

Please give the main reason for your low score - Online/mobile check in (n=82)

Please give the main reason for your good score - Online/mobile check in (n=1820)



CHECK-IN

CHECK-IN ONLINE/MOBILE: LIST OF OTHER REASONS

Please give the main reason for your low score - Online/mobile check in (n=11)

- Different seats than booked a few days before
- Change of seats
- For some reason I couldn't add a luggage which was over 15 kg
- Had to wait over an hour for gate to open and when I tried to sit for breakfast I was told seating closed
- The billing of a minor was complicated
- Separate seats only
- Ok
- Problems choosing a seat with a baby
- It would be better if it could be invoiced with more time.
- Too many paid options such as seat selection
- Re-do at the airport

Please give the main reason for your good score - Online/mobile check in (n=12)

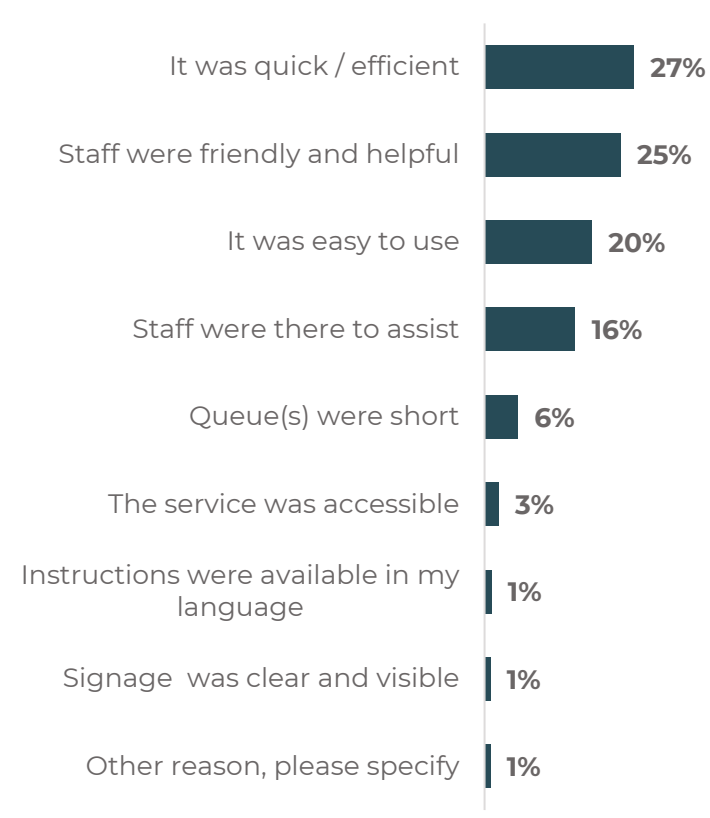
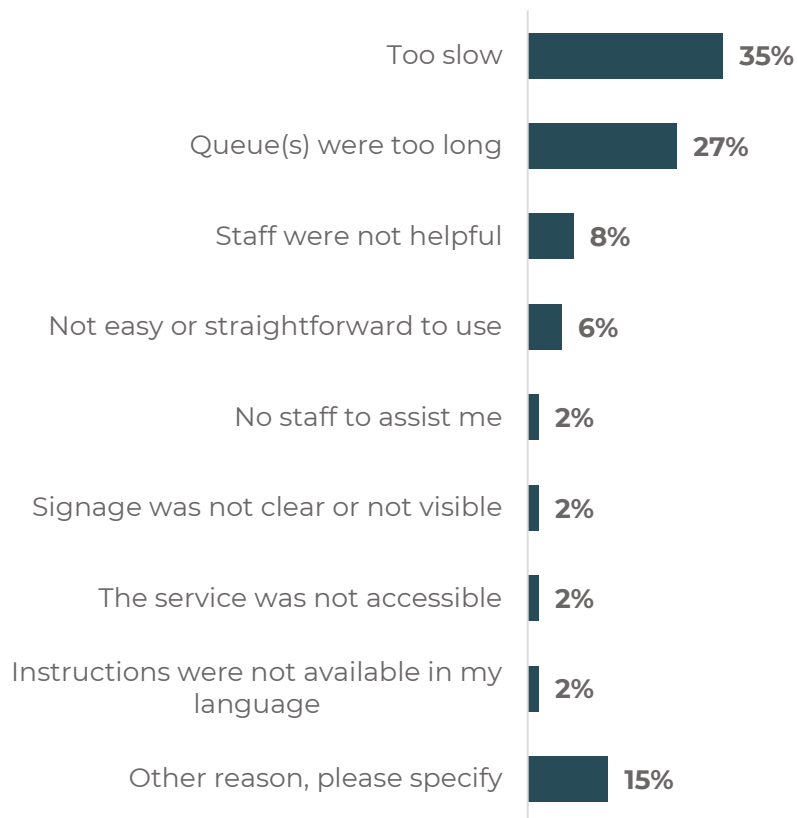
- Complicated with extra hold baggage and less cabin baggage, but it can be done.
- On-line
- Mobile billing
- Good Finnair app and runway
- I used check-in via mobile, so we did not need assistance.
- Cabin baggage policy unclear
- Brussel airline's website isn't very good.
- We had to download an application for registration to work.
- Unclear
- Too much upselling
- They do not say on ticket the delay on the plane

CHECK-IN

CHECK-IN DESK WITH AIRLINE/HANDLER STAFF: MAIN REASONS FOR GIVING A LOW SCORE IS THAT IT WAS TOO SLOW, AND THE QUEUE(S) WERE TOO LONG. MOST COMMON REASONS FOR GIVING A GOOD SCORE IS THAT IT WAS QUICK/EFFICIENT, AND THE STAFF WERE FRIENDLY AND HELPFUL

Please give the main reason for your low score - Check in desk with airline/handler staff (n=48)

Please give the main reason for your good score - Check in desk with airline/handler staff (n=620)



CHECK-IN

CHECK-IN DESK WITH AIRLINE/HANDLER STAFF: LIST OF OTHER REASONS

Please give the main reason for your low score - Check in desk with airline/handler staff (n=7)

- The airport recommends being there 3 hours before departure, but the baggage drop only opened 2 hours before departure.
- I had to remove the plastic wrap from my pair of skis because the airport wants people to buy only their wrap. Ridiculous.
- No self-service check-in, no self-service bag drop.
- No quick check-in kiosks.
- They asked me more questions about my wheelchair even though I provided all the information during the booking process; they took a lot of time.
- They were rude.
- Why do you have to be there at 9:00 AM if the ground staff only start preparing their workspace, and check-in doesn't begin until 9:15 AM?

Please give the main reason for your good score - Check in desk with airline/handler staff (n=7)

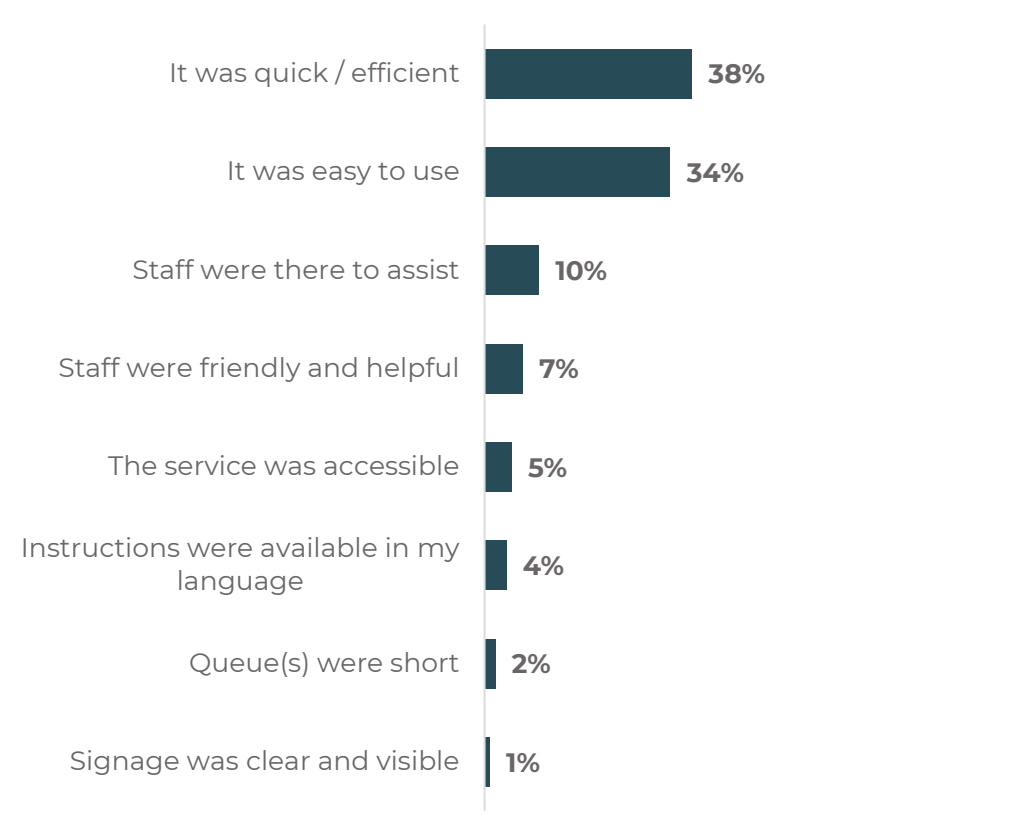
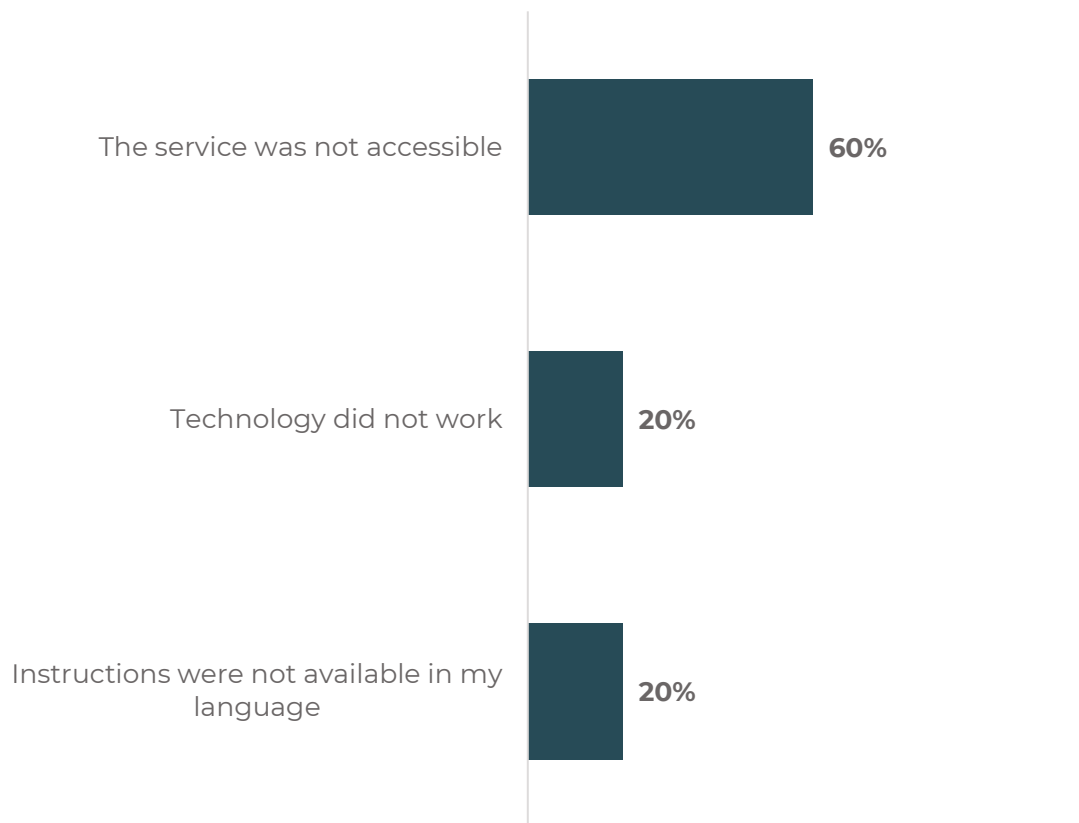
- He was very open-minded and funny; you felt comfortable.
- People don't answer well.
- I had luggage to give.
- Luggage.
- Online check-in was not available.
- Unfriendly staff and they don't provide much information.
- Problem going through baggage drop-off.

CHECK-IN

CHECK-IN AT OFF-SITE LOCATION: VERY FEW GAVE A LOW SCORE FOR CHECK-IN AT OFF-SITE LOCATION. MAIN REASONS FOR GIVING A GOOD SCORE WAS THAT IT WAS QUICK/EFFICIENT AND EASY TO USE

Please give the main reason for your low score - Check-in at off-site location (n=5)

Please give the main reason for your good score - Check-in at off-site location (n=101)

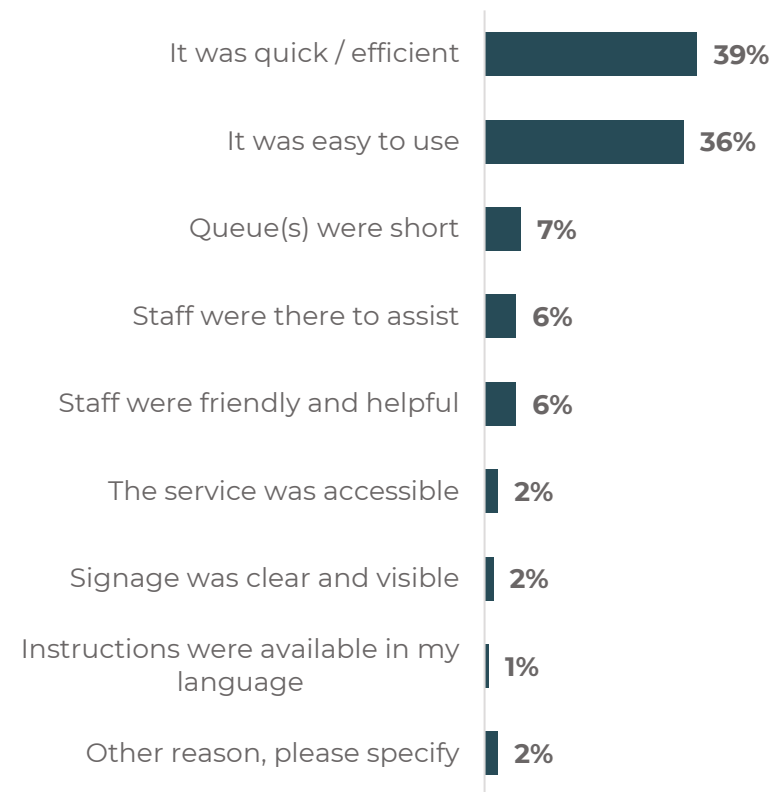
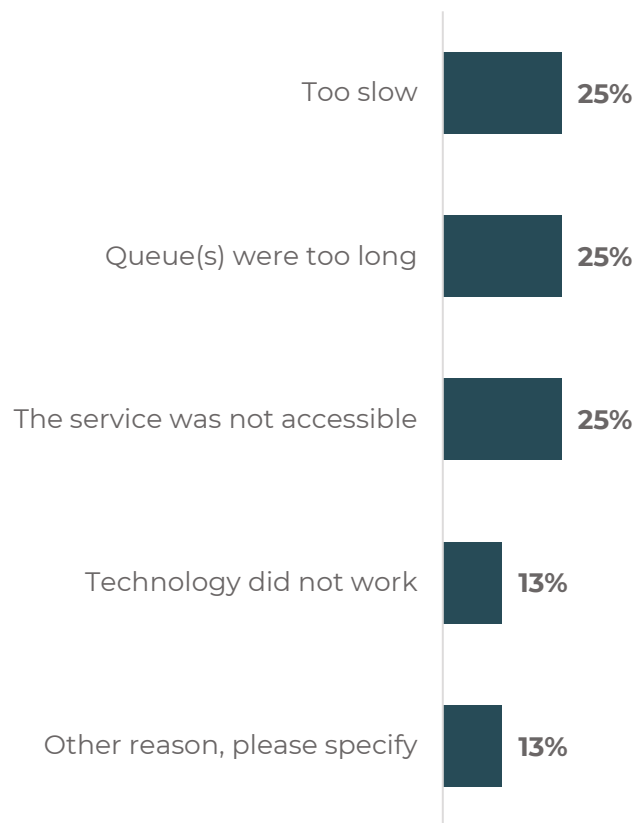


CHECK-IN

CHECK-IN AT SELF-CHECK IN KIOSK BOARDING CARD ONLY: VERY FEW GAVE A LOW SCORE FOR SELF-CHECK IN KIOSK. MOST COMMON REASON FOR GIVING A GOOD SCORE WAS THAT IT WAS QUICK/EFFICIENT AND EASY TO USE

Please give the main reason for your low score - Self-check in kiosk (boarding card only) (n=8)

Please give the main reason for your good score - Self-check in kiosk (boarding card only) (n=122)



CHECK-IN

CHECK-IN AT SELF-CHECK IN KIOSK BOARDING CARD ONLY: LIST OF OTHER REASONS

Please give the main reason for your low score - Self-check in kiosk (boarding card only) (n=1)

- The terminal did not indicate my flight destination

Please give the main reason for your good score - Self-check in kiosk (boarding card only) (n=2)

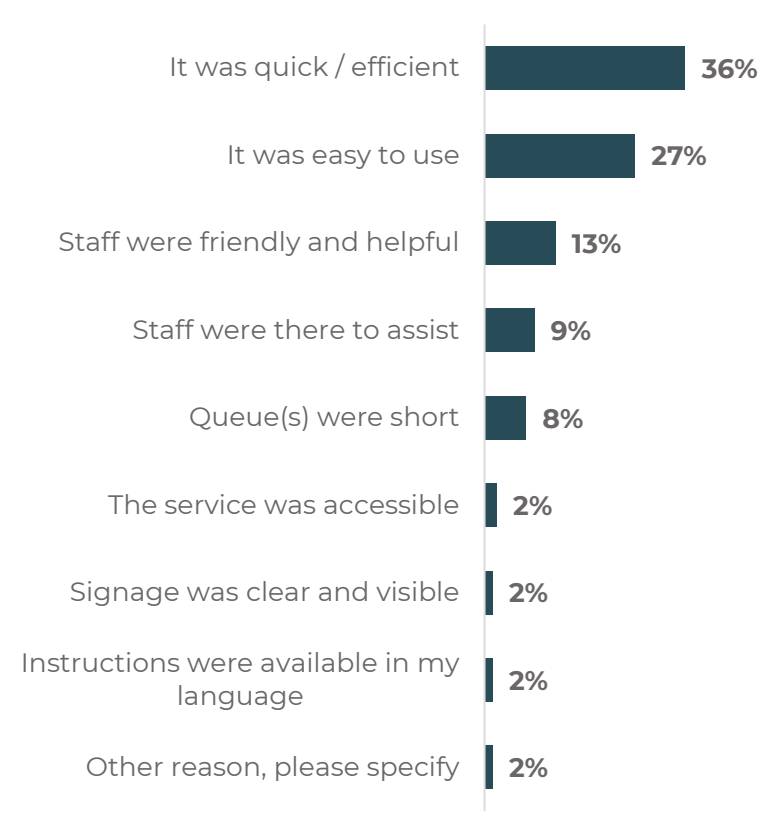
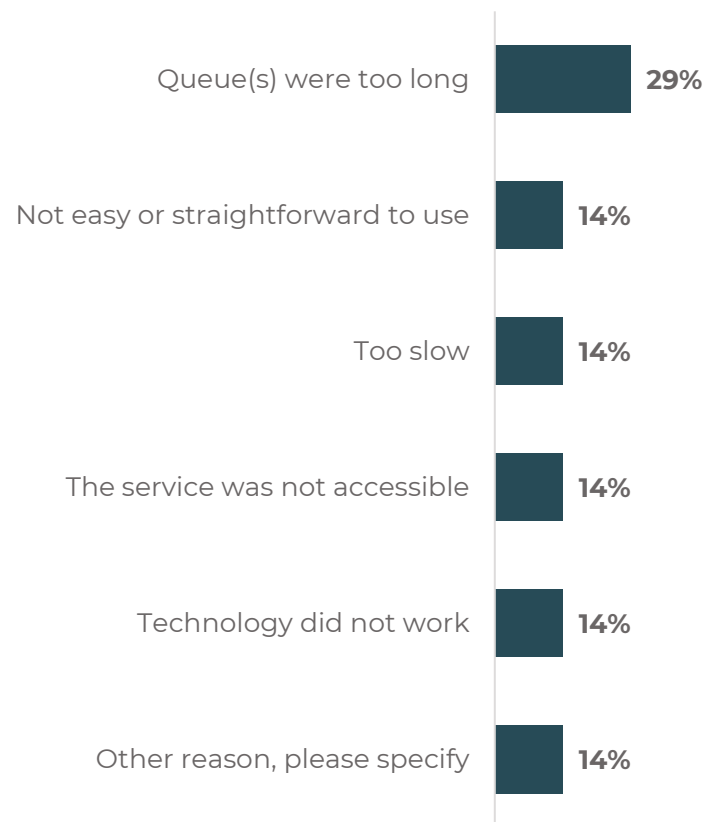
- It was not possible to deliver the luggage.
- Printing boarding pass icon was easy to miss

CHECK-IN

CHECK-IN AT SELF-CHECK IN KIOSK BOARDING CARD AND BAG TAG: FEW PASSENGERS GAVE A LOW SCORE, HOWEVER MAIN REASONS FOR GIVING A GOOD SCORE WAS IT WAS BECAUSE IT WAS QUICK, EFFICIENT AND EASY TO USE

Please give the main reason for your low score - Self-check in kiosk (boarding card and bag tag) (n=7)

Please give the main reason for your good score - Self-check in kiosk (boarding card and bag tag) (n=132)



CHECK-IN**CHECK-IN AT SELF-CHECK IN KIOSK BOARDING CARD AND BAG TAG: LIST OF OTHER REASONS****Please give the main reason for your low score - Self-check in kiosk (boarding card and bag tag) (n=1)**

- The machine asked for a heavy label but could not produce it, nor could the staff help. As a result, we had to stand in line again to receive a label.

Please give the main reason for your good score - Self-check in kiosk (boarding card and bag tag) (n=2)

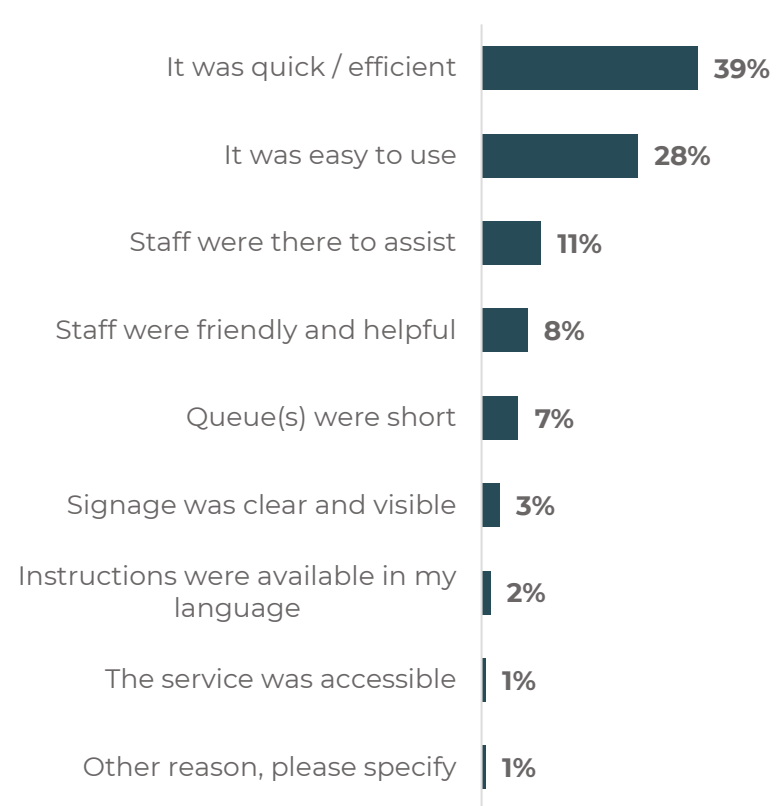
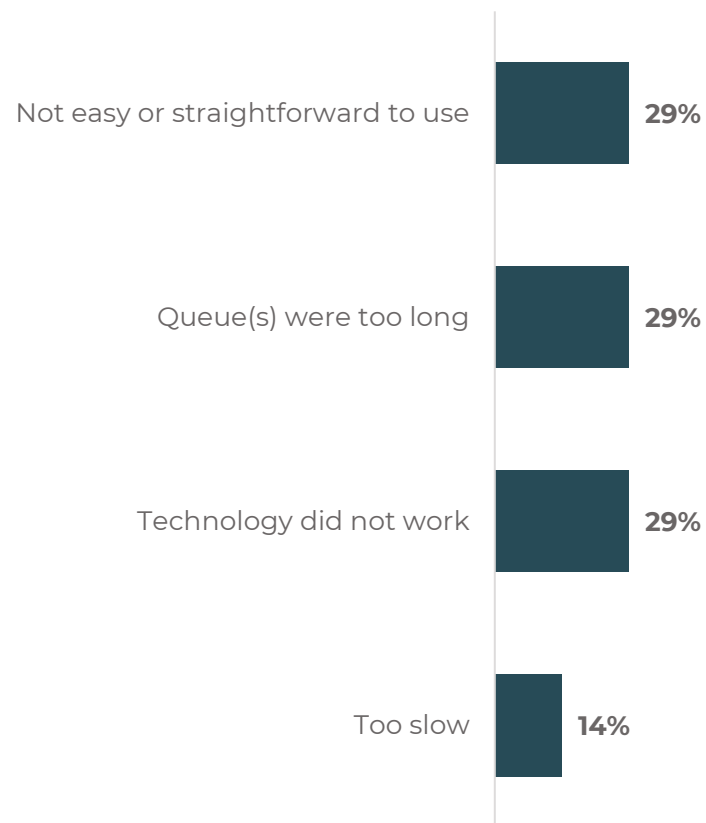
- It was easy but not possible to deliver the luggage.
- Printing baggage tag was simple and easy

CHECK-IN

SELF-SERVICE BAG TAG AND DROP: FEW GAVE A LOW SCORE. MAIN REASONS FOR GIVING A GOOD SCORE IS BECAUSE IT WAS QUICK/EFFICIENT AND EASY TO USE

Please give the main reason for your low score - Self-service bag tag and drop at the airport (n=7)

Please give the main reason for your good score - Self-service bag tag and drop at the airport (n=120)

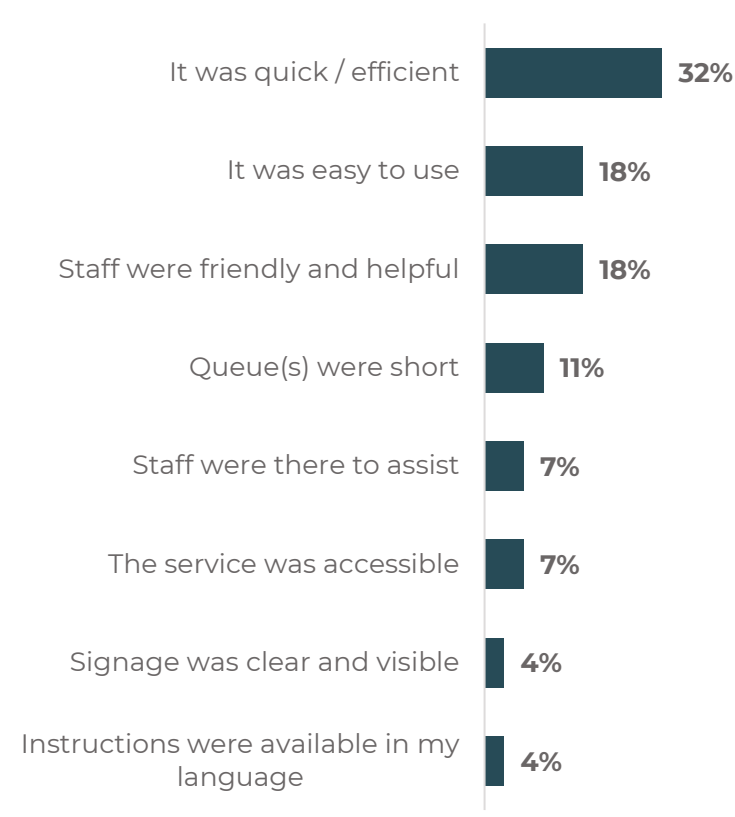


CHECK-IN

SELF-BAGGAGE DROP AT A LOCATION OUTSIDE: MAIN REASONS FOR GIVING A GOOD SCORE IS THAT IT WAS QUICK/EFFICIENT, EASY TO USE, AND STAFF WERE FRIENDLY AND HELPFUL (MEANING THAT, EVEN IF IT IS SELF-SERVICE, STAFF ASSISTANCE IS APPRECIATED)

Please give the main reason for your low score - Self-baggage drop at a location outside/away from the airport (n=1)

Please give the main reason for your good score - Self-baggage drop at a location outside/away from the airport (n=28)

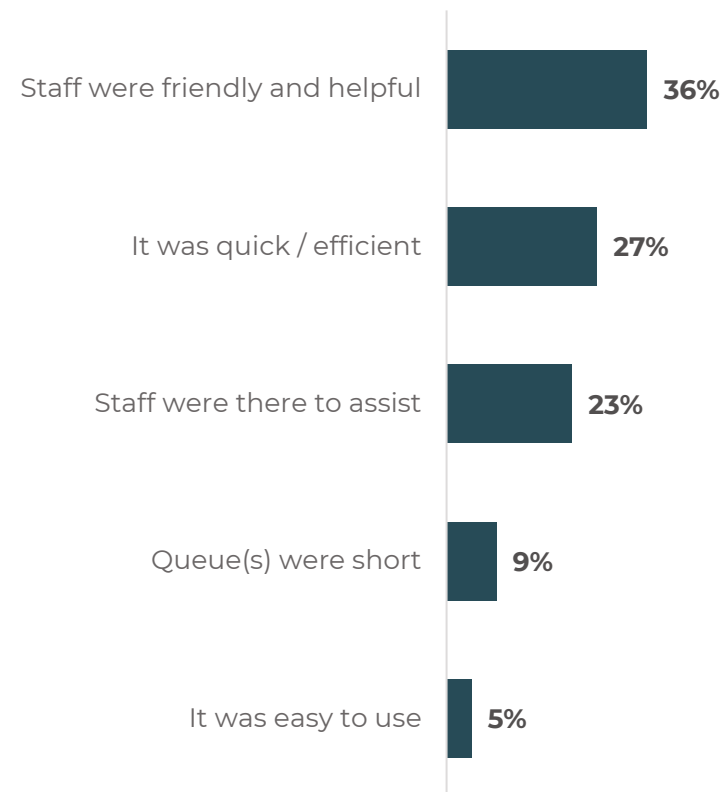
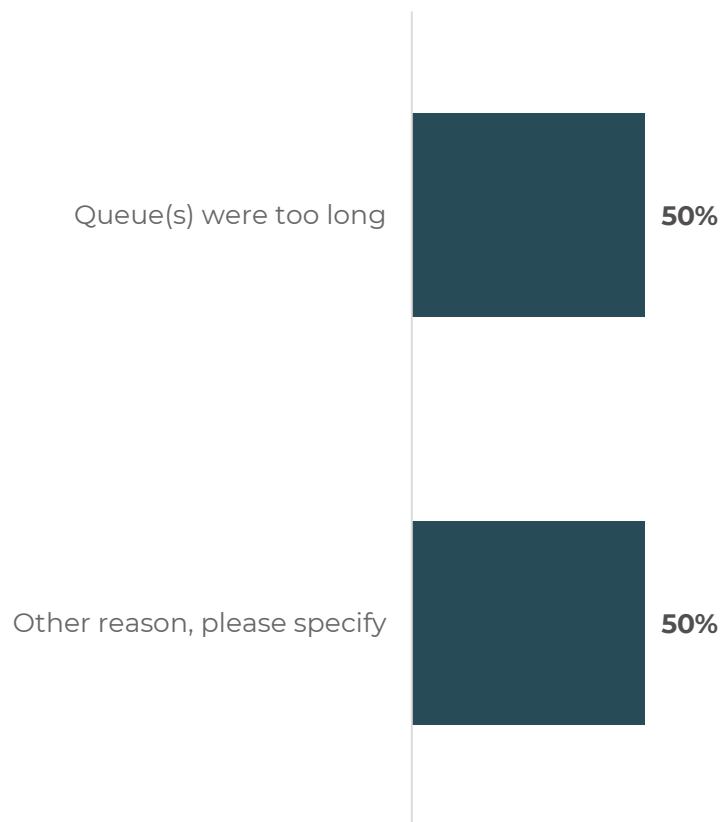


CHECK-IN

CHECK-IN AT THE AIRPORT WITH THE SUPPORT OF ASSISTED TRAVEL TEAM MEMBER: MOST COMMON REASONS FOR GIVING A GOOD SCORE WAS BECAUSE OF FRIENDLY AND HELPFUL STAFF, IT WAS QUICK AND EASY, AND THE STAFF WERE THERE TO ASSIST

Please give the main reason for your low score - Check-in at the airport with the support of assisted travel team member (n=2)

Please give the main reason for your good score - Check-in at the airport with the support of assisted travel team member (n=22)



CHECK-IN

CHECK-IN AT THE AIRPORT WITH THE SUPPORT OF ASSISTED TRAVEL TEAM MEMBER: LIST OF OTHER REASONS

Please give the main reason for your low score - Check-in at the airport with the support of assisted travel team member (n=1)

- Running

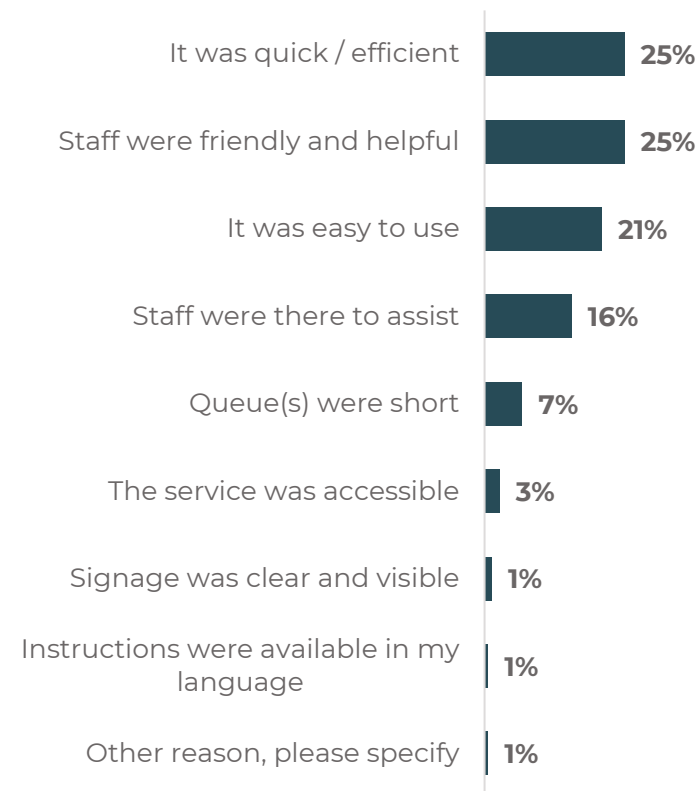
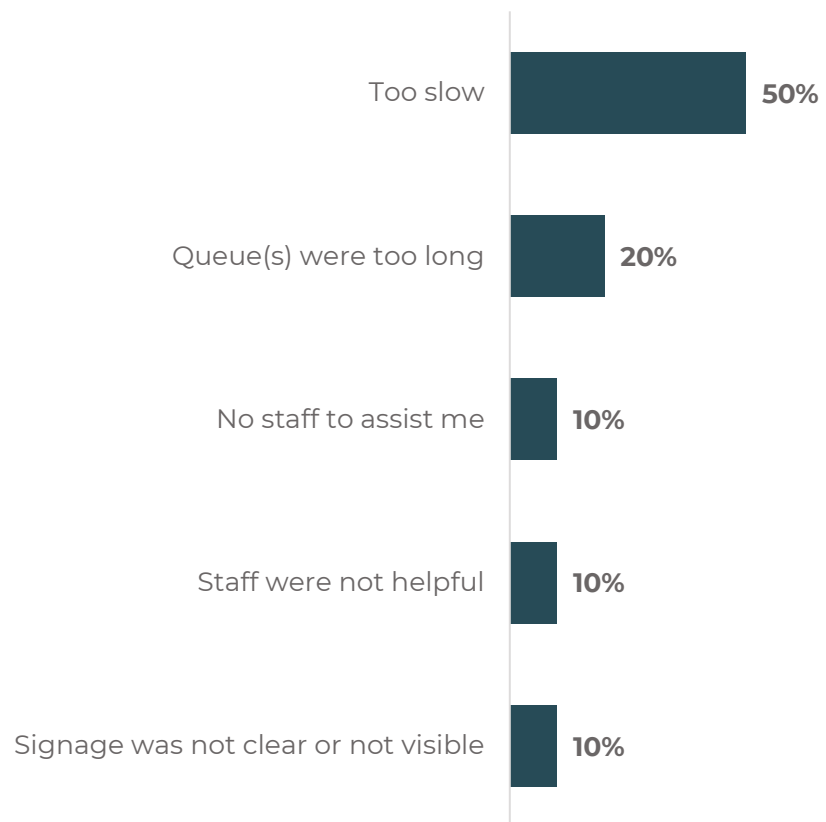
Please give the main reason for your good score - Check-in at the airport with the support of assisted travel team member (n=0)

CHECK-IN

CHECK-IN AT TRANSFER DESK WITH STAFF: FEW PASSENGERS GAVE A LOW SCORE, HOWEVER MAIN REASON FOR GIVING A LOW SCORE WAS BECAUSE IT WAS TOO SLOW. MOST COMMON REASONS FOR GIVING A GOOD SCORE WAS BECAUSE IT WAS QUICK/EFFICIENT, FRIENDLY AND HELPFUL STAFF AND IT WAS EASY TO USE

Please give the main reason for your low score - Check-in at transfer desk with staff (n=10)

Please give the main reason for your good score - Check-in at transfer desk with staff (n=146)



CHECK-IN

CHECK-IN AT TRANSFER DESK WITH STAFF: LIST OF OTHER REASONS

Please give the main reason for your low score - Check-in at transfer desk with staff (n=0)

Please give the main reason for your good score - Check-in at transfer desk with staff (n=1)

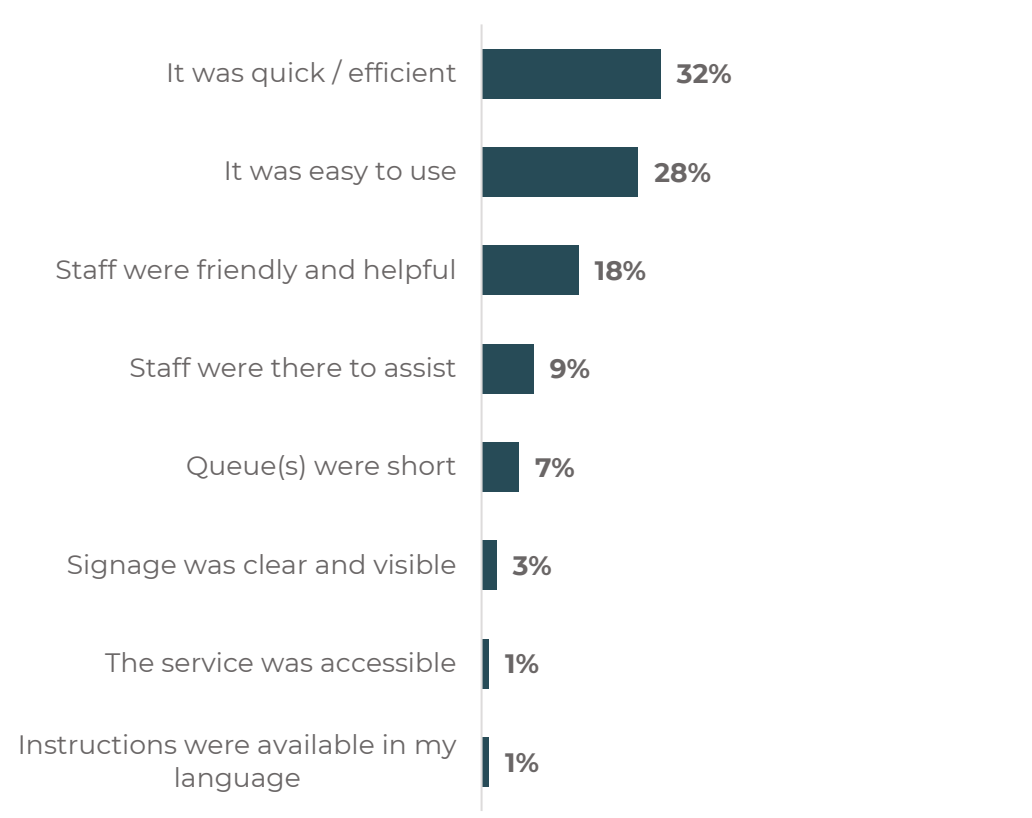
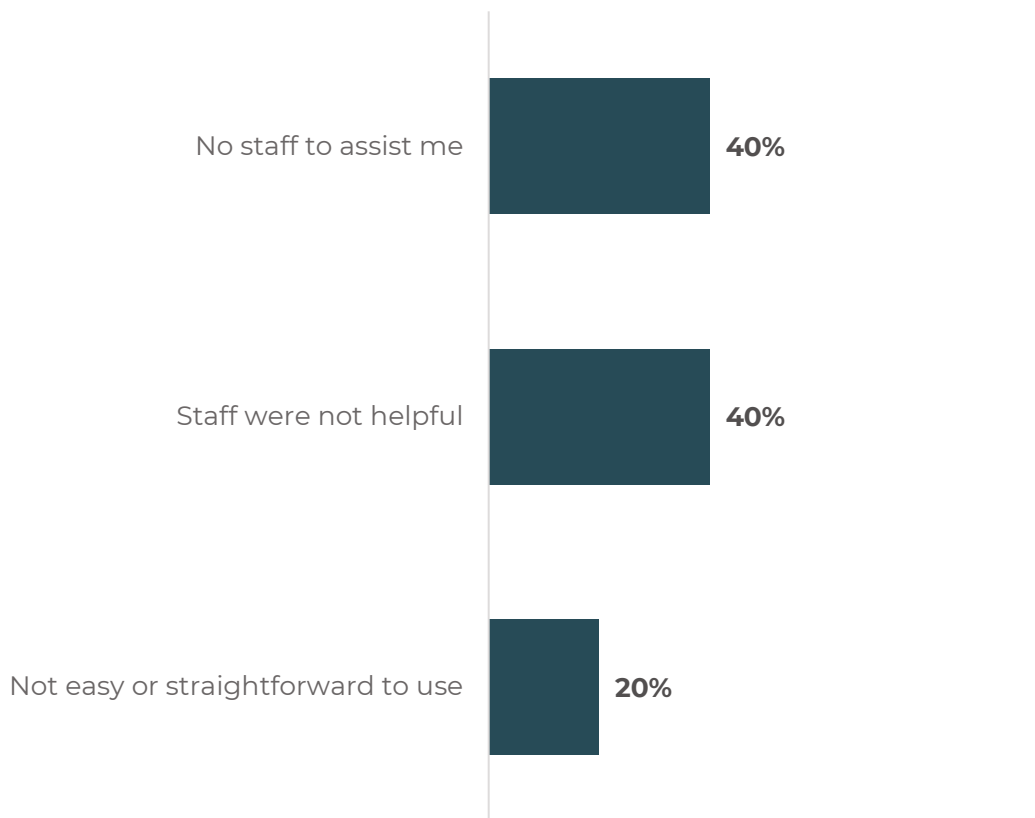
- Drop off suitcase

CHECK-IN

CHECK-IN AT SELF-SERVICE TRANSFER DESK: VERY FEW PASSENGERS GAVE A LOW SCORE. MAIN REASONS FOR GIVING A GOOD SCORE IS BECAUSE IT WAS QUICK/EFFICIENT AND EASY TO USE

Please give the main reason for your low score - Check-in at self-service transfer desk (n=5)

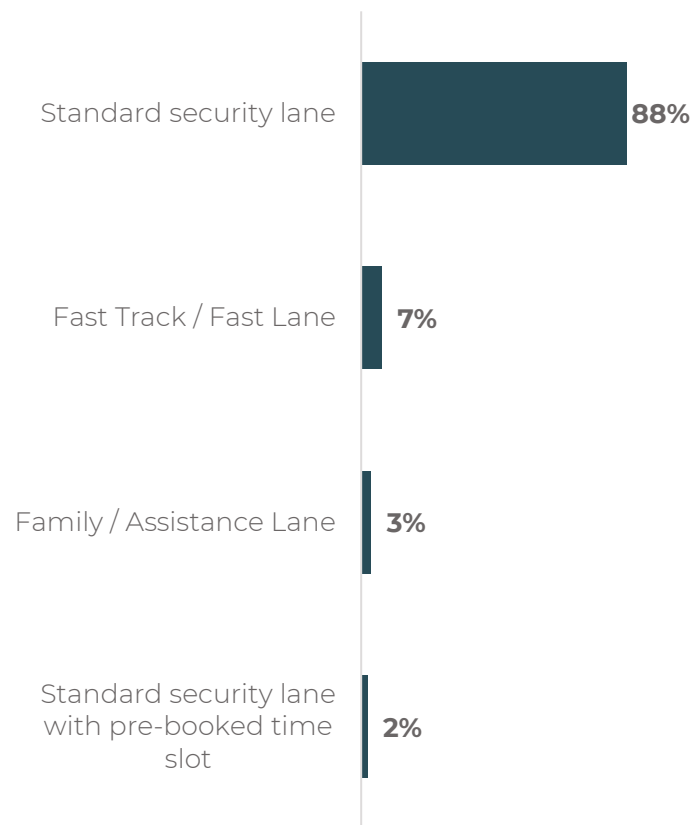
Please give the main reason for your good score - Check-in at self-service transfer desk (n=74)



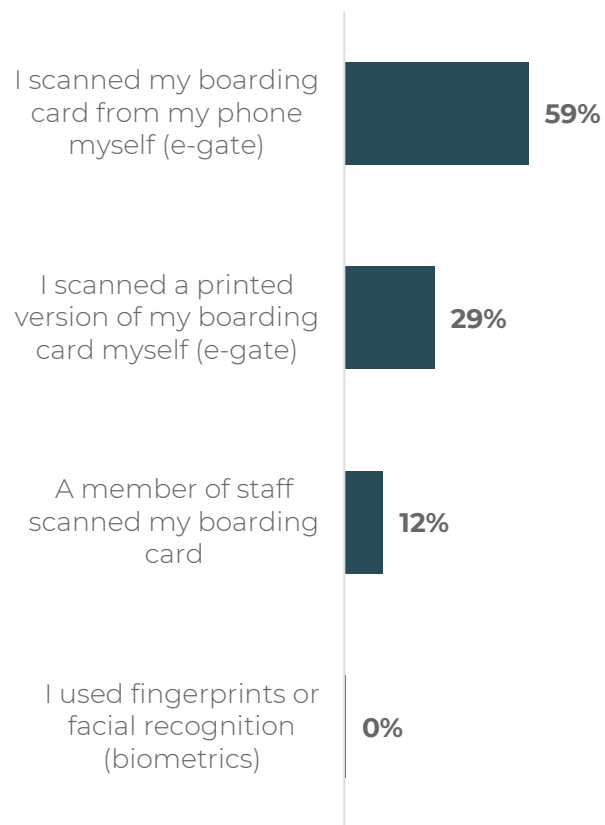
SECURITY SCREENING

THE MAJORITY WENT THROUGH THE STANDARD SECURITY LANE. THE E-GATE WITH SCANNED BOARDING CARD ON MOBILE PHONE IS THE MOST USED ACCESS TO THE SECURITY SCREENING. VERY FEW USED BIOMETRICS TO ACCESS THE SECURITY SCREENING AREA (LESS THAN 1%)

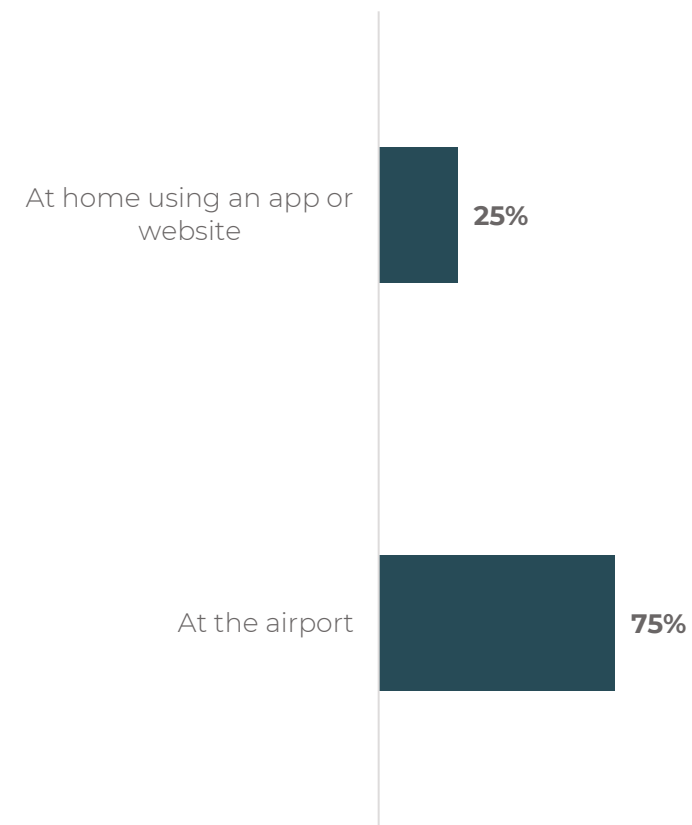
Where did you proceed through security screening? (n=2865)



How did you access the security screening area? (n=2865)



How did you register or enrol your biometric details? (n=12)



SECURITY SCREENING

SECURITY SCREENING SPLIT ON AGE: A GREATER PROPORTION OF PASSENGERS AGED 55 AND ABOVE CHOSE TO SCAN THE PRINTED BOARDING CARD RATHER THAN SCANNING THE BOARDING CARD ON THEIR MOBILE PHONE. THERE ARE FEW MINOR DIFFERENCES ACROSS GENDER

Where did you proceed through security screening? (n=2865)

	Total (n=2865)	Under 16 (n=17*)	16-24 y.o. (n=420)	25-34 y.o. (n=703)	35-44 y.o. (n=665)	45-54 y.o. (n=561)	55-64 y.o. (n=349)	65-74 y.o. (n=122)	75 and older (n=19*)
Standard security Lane	88%	71%	90%	92%	85%	88%	87%	85%	68%
Fast Track / Fast Lane	7%	18%	6%	4%	7%	8%	9%	7%	5%
Family / Assistance Lane	3%	6%	1%	2%	6%	2%	3%	8%	11%
Standard security lane with pre-booked time slot	2%	6%	2%	2%	1%	2%	2%	0%	16%

How did you access the security screening area? (n=2865)

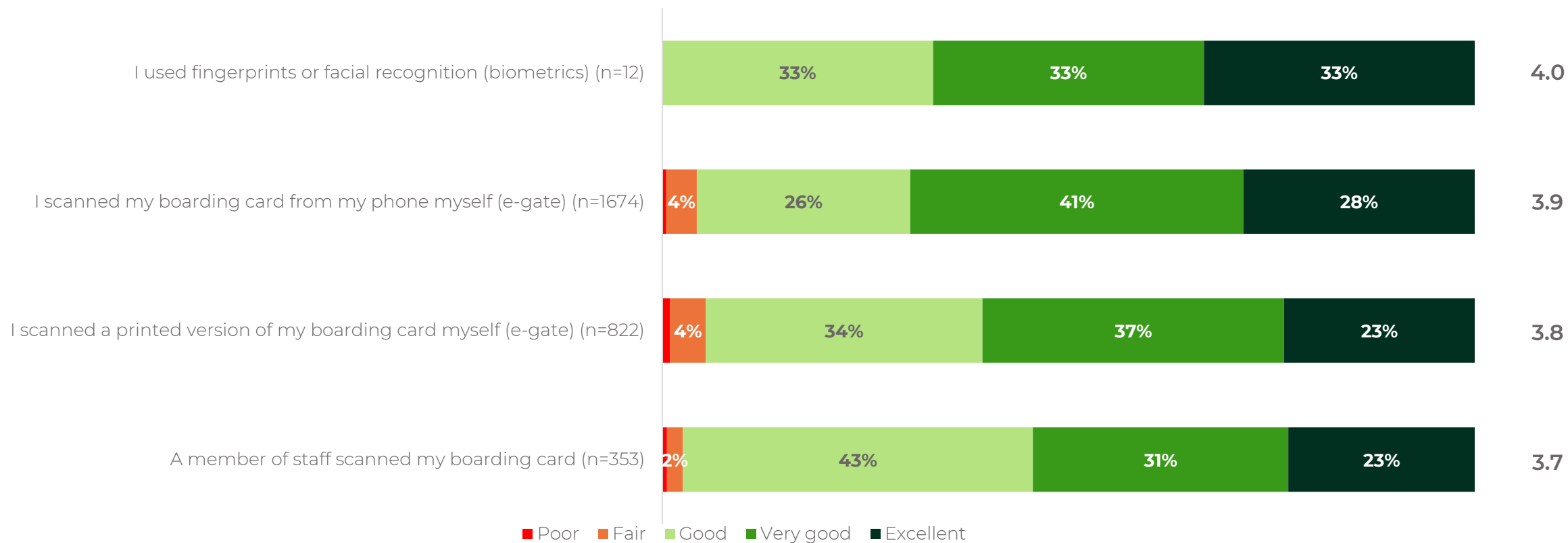
	Total (n=2865)	Under 16 (n=17*)	16-24 y.o. (n=420)	25-34 y.o. (n=703)	35-44 y.o. (n=665)	45-54 y.o. (n=561)	55-64 y.o. (n=349)	65-74 y.o. (n=122)	75 and older (n=19*)
I scanned my boarding card from my phone myself (e-gate)	59%	53%	60%	64%	63%	57%	47%	39%	47%
I scanned a printed version of my boarding card myself (e-gate)	29%	18%	25%	27%	25%	30%	39%	40%	37%
A member of staff scanned my boarding card	12%	29%	14%	9%	12%	12%	14%	20%	11%
I used fingerprints or facial recognition (biometrics)	0%	0%	1%	0%	0%	1%	0%	0%	5%

*Low base

SECURITY SCREENING

RATING OF THE EXPERIENCE WITH THE SECURITY SCREENING ACCESS OPTIONS: A HIGH RATING OF BIOMETRICS, HOWEVER VERY FEW HAVE USED THIS SECURITY SCREENING OPTION (AS IT IS NOT AVAILABLE AT MANY AIRPORTS). BOTH E-GATE OPTIONS ARE RATED HIGH WITH VERY FEW PASSENGERS RATING THE OPTIONS POOR OR FAIR

Based on your experience today, please rate the security screening access option you used

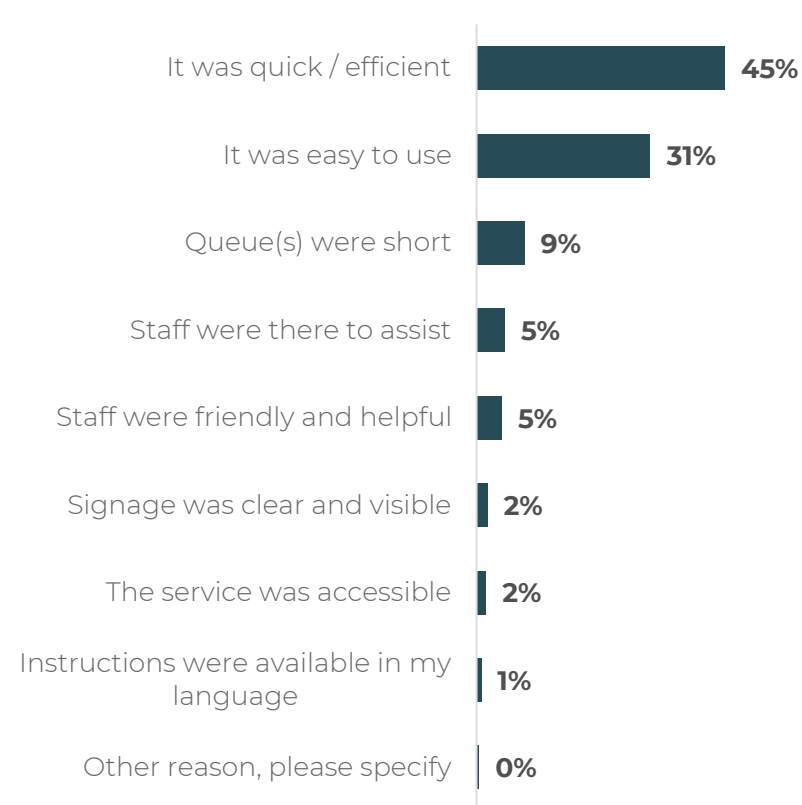
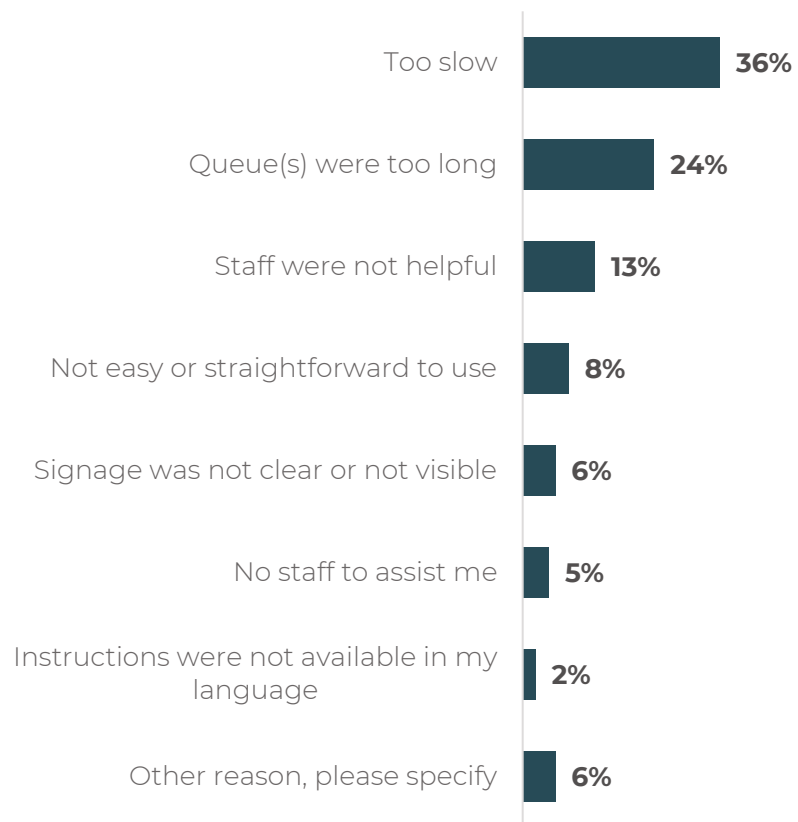


SECURITY SCREENING

SCANNED BOARDING CARD FROM PHONE MYSELF: MOST COMMON REASONS FOR GIVING A LOW SCORE WAS BECAUSE IT WAS TOO SLOW, AND THE QUEUE(S) WERE TOO LONG. THE MAIN REASONS FOR GIVING A GOOD SCORE WAS BECAUSE IT WAS QUICK/EFFICIENT AND EASY TO USE

Please give the main reason for your low score - I scanned my boarding card from my phone myself (e-gate) (n=84)

Please give the main reason for your good score - I scanned my boarding card from my phone myself (e-gate) (n=1591)



SECURITY SCREENING

SCANNED BOARDING CARD FROM PHONE MYSELF: LIST OF OTHER REASONS

Please give the main reason for your low score - I scanned my boarding card from my phone myself (e-gate) (n=4)

- The control area is a real mess. It's unclear — at one moment, we're told to move forward by ourselves, the next, we're told to wait for instructions. The waiting line is not fair. The dispatch between the different turnstiles is clearly not correct.
- Scanners are old models, not allowing liquids.
- Shortage of staff.
- Took a screenshot to be sure, and it was not working. Then needed 2 steps to open from the app (what about a shortcut?) and had to wait for it to load. The QR code was ready, but the loading circle was over it, so I could not use it quickly.

Please give the main reason for your good score - I scanned my boarding card from my phone myself (e-gate) (n=5)

- Be careful
- A lot of luggage was sent to check, but they were not searched.
- Lack of space for loading and unloading
- I have not used the security check
- Not enough staff



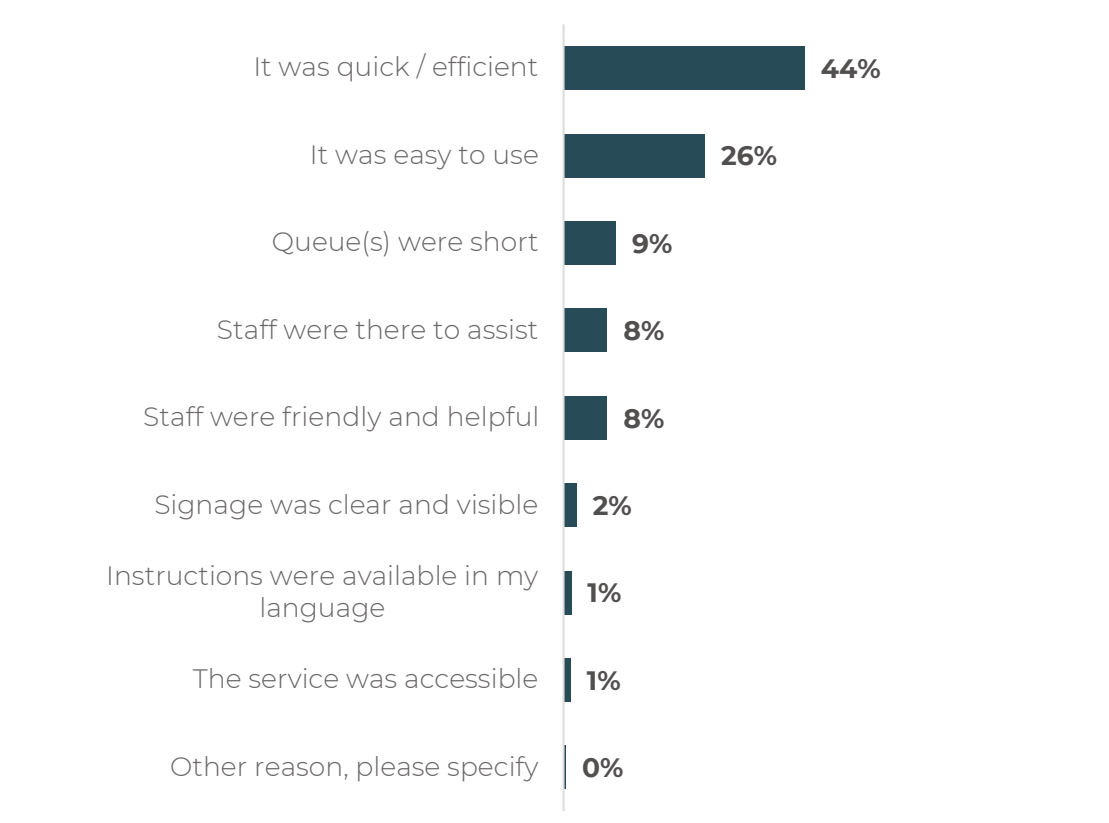
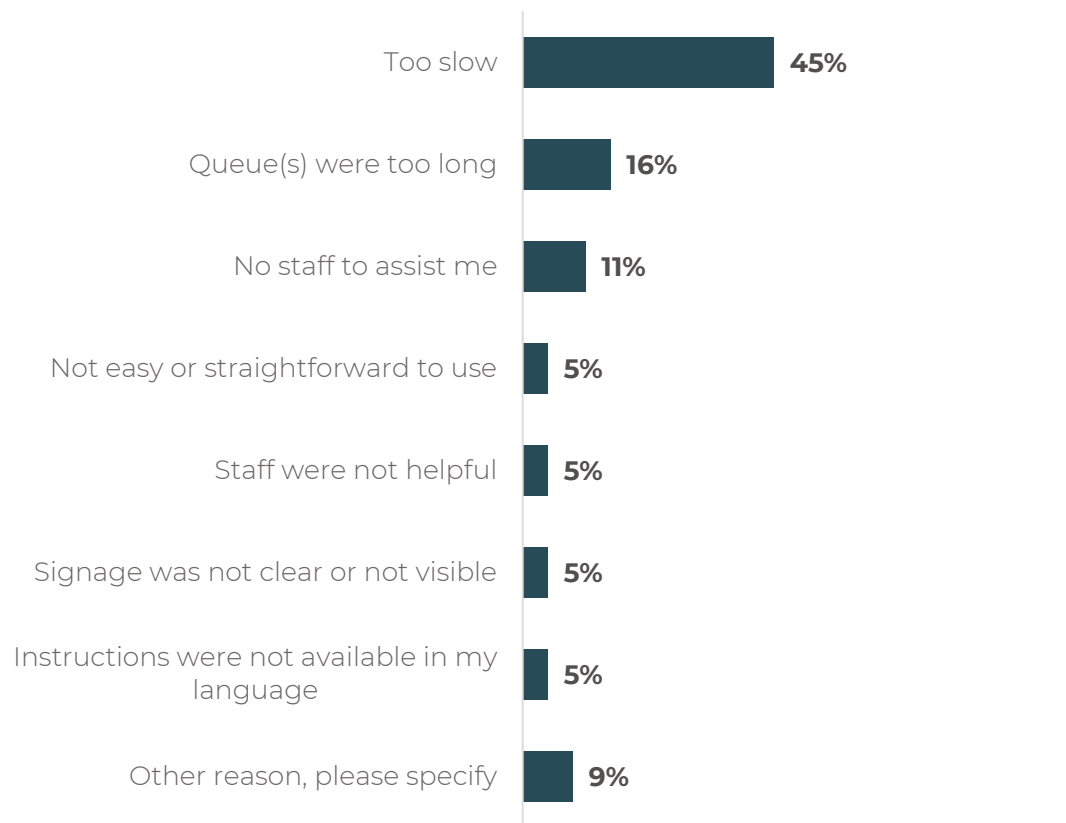
Attention: pax were asked to give reasons on low scores or good on the access to the security screening but in the end, most of them commented on their experience at security control.

SECURITY SCREENING

SCANNED A PRINTED VERSION OF BOARDING CARD MYSELF: MAIN REASON FOR GIVING A LOW SCORE IS BECAUSE IT WAS TOO SLOW. MOST COMMON REASONS FOR A GOOD SCORE WAS BECAUSE IT WAS QUICK/EFFICIENT AND EASY TO USE

Please give the main reason for your low score - I scanned a printed version of my boarding card myself (e-gate) (n=44)

Please give the main reason for your good score - I scanned a printed version of my boarding card myself (e-gate) (n=770)



SECURITY SCREENING

SCANNED A PRINTED VERSION OF BOARDING CARD MYSELF: LIST OF OTHER REASONS

Please give the main reason for your low score - I scanned a printed version of my boarding card myself (e-gate) (n=4)

- Staff not very friendly
- Staff were not nice
- The staff screened my bag a second time and deliberately did it very slowly to punish me for forgetting to remove my laptop
- Waiting too long for female staff.

Please give the main reason for your good score - I scanned a printed version of my boarding card myself (e-gate) (n=2)

- The staff was very pleasant
- It took a while

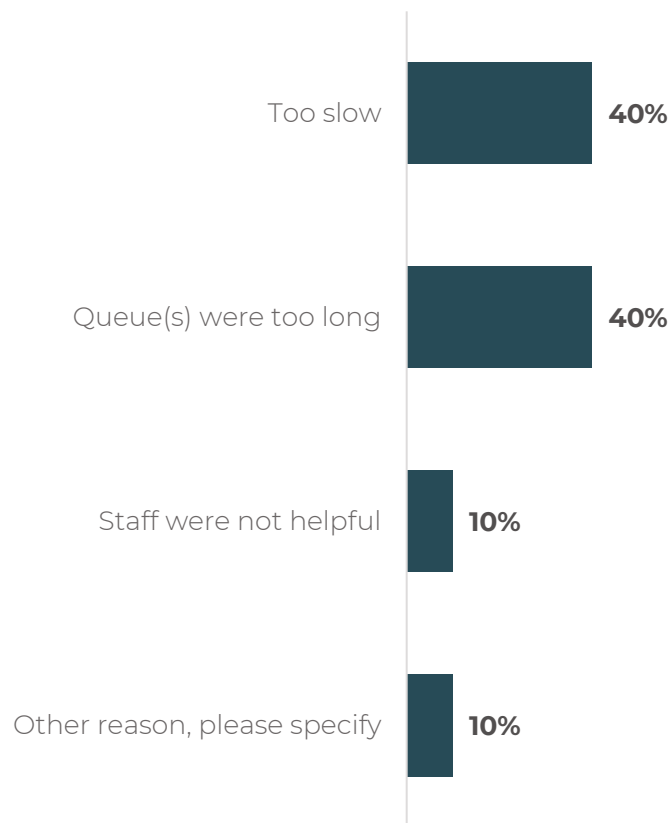


Attention: pax were asked to give reasons on low scores or good on the access to the security screening but in the end most of them commented on their experience of security control.

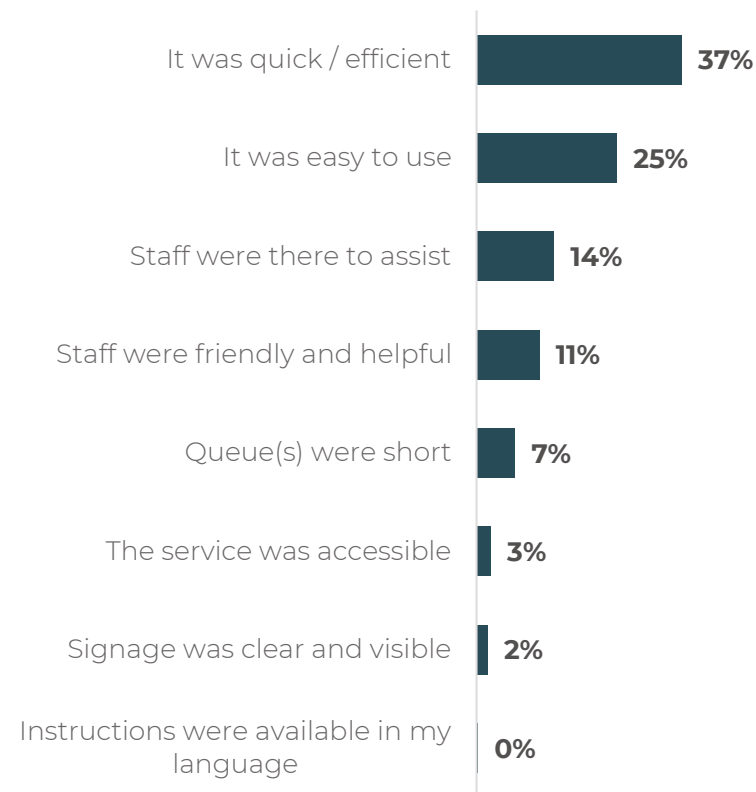
SECURITY SCREENING

A MEMBER OF STAFF SCANNED MY BOARDING CARD: FEW PASSENGERS GAVE A LOW SCORE. MOST COMMON REASONS FOR GIVING A GOOD SCORE IS BECAUSE IT WAS QUICK/EFFICIENT AND EASY TO USE

Please give the main reason for your low score - A member of staff scanned my boarding card (n=10)



Please give the main reason for your good score - A member of staff scanned my boarding card (n=342)



SECURITY SCREENING

USED FINGERPRINTS OR FACIAL RECOGNITION (BIOMETRICS): MOST COMMON REASON FOR USING BIOMETRICS IS BECAUSE IT WAS QUICK/EFFICIENT

Please give the main reason for your low score - I used fingerprints or facial recognition (biometrics) (n=0)

- No low score

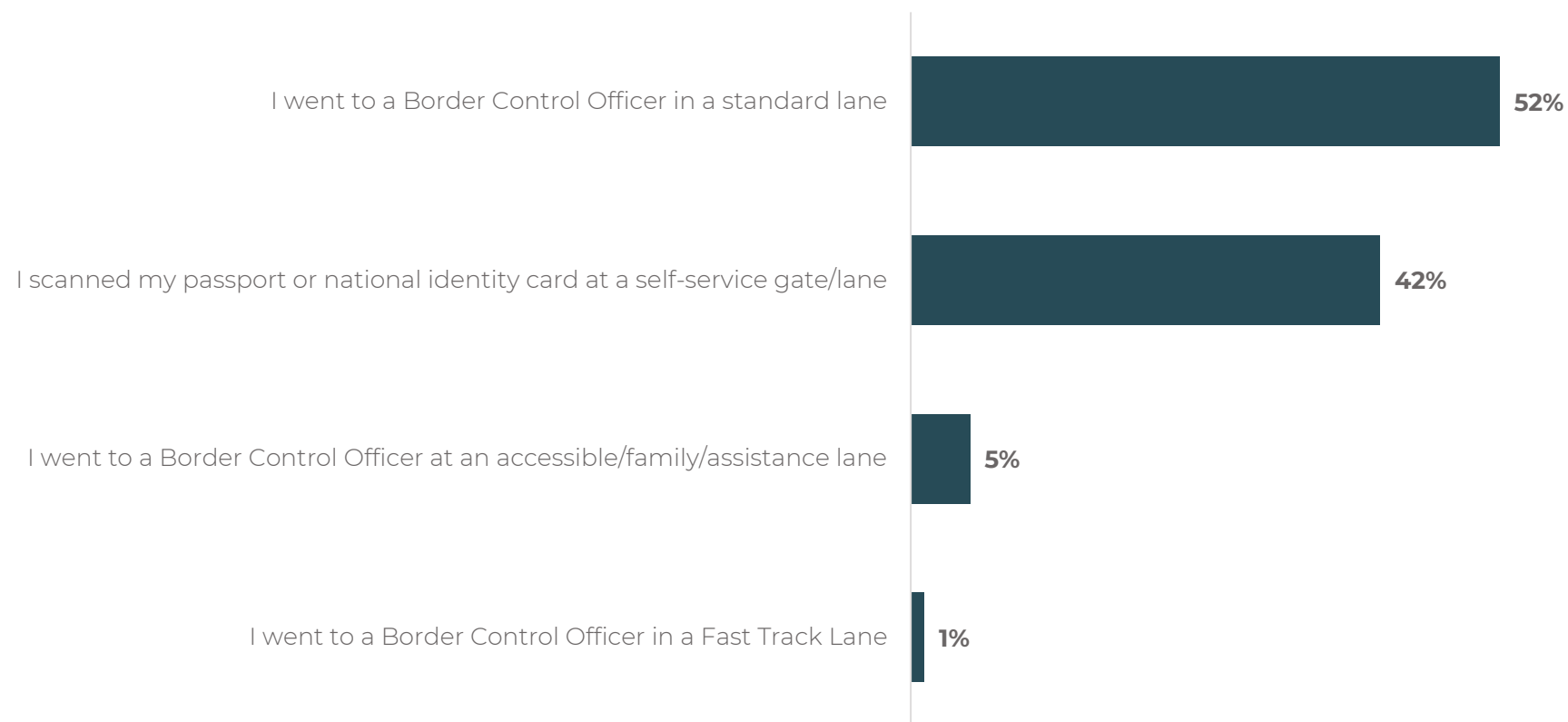
Please give the main reason for your good score - I used fingerprints or facial recognition (biometrics) (n=12)



BORDER CONTROL

52% USED THE STANDARD/STAFFED BORDER CONTROL LANE WITH 42% USING THE SELF-SERVICE BORDER CONTROL GATE/LANE

In border/passport control, which of the following options did you use today? (n=918)



BORDER CONTROL

BORDER CONTROL OPTIONS SPLIT ON AGE AND GENDER: 35-44 Y.O. AND TRAVELLERS 65+ USED TO A HIGHER EXTENT THE ACCESSIBLE/FAMILY/ASSISTANCE LANE.

In border/passport control, which of the following options did you use today? (n=918)

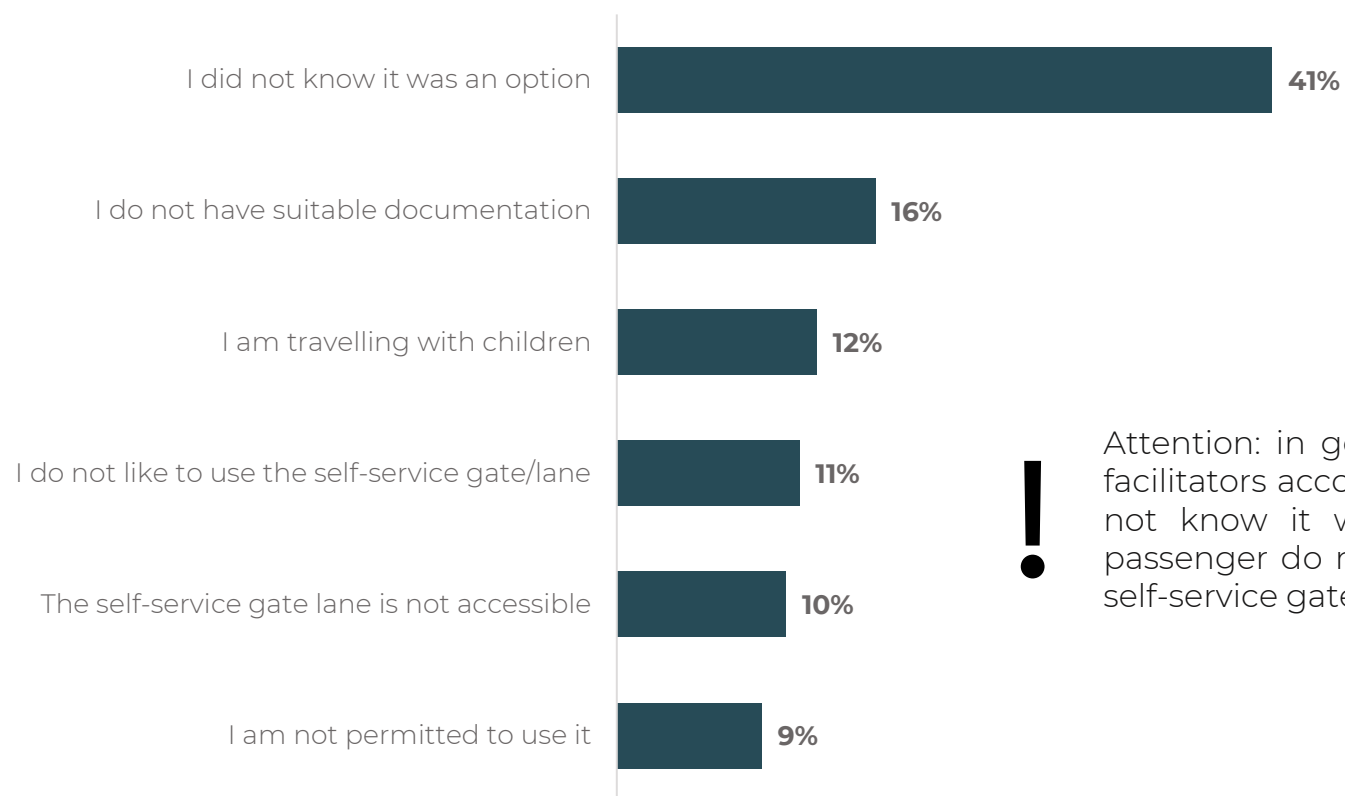
	Total (n=918)	Under 16 (n=7*)	16-24 y.o. (n=113)	25-34 y.o. (n=213)	35-44 y.o. (n=220)	45-54 y.o. (n=175)	55-64 y.o. (n=134)	65-74 y.o. (n=45)	75 and older (n=10*)
I went to a Border Control Officer in a standard lane	52%	71%	52%	54%	53%	50%	55%	44%	10%
I scanned my passport or national identity card at a self-service gate/lane	42%	29%	42%	43%	38%	43%	41%	44%	70%
I went to a Border Control Officer at an accessible/family/assistance lane	5%	0%	4%	3%	8%	5%	3%	9%	20%
I went to a Border Control Officer in a Fast Track Lane	1%	0%	3%	0%	1%	2%	1%	2%	0%

	Men (n=447)	Female (n=461)	Other (n=2*)
I went to a Border Control Officer in a standard lane	47%	57%	0%
I scanned my passport or national identity card at a self-service gate/lane	47%	36%	50%
I went to a Border Control Officer at an accessible/family/assistance lane	5%	6%	50%
I went to a Border Control Officer in a Fast Track Lane	1%	1%	0%

*Low base

MOST COMMON REASON FOR NOT USING THE SELF-SERVICE GATE LANE WAS BECAUSE THEY WERE NOT AWARE OF THIS OPTION. 11% DON'T LIKE TO USE THE SELF-SERVICE GATE/LANE

You did not use the self-service gate lane. What is the main reason for this? (n=467)

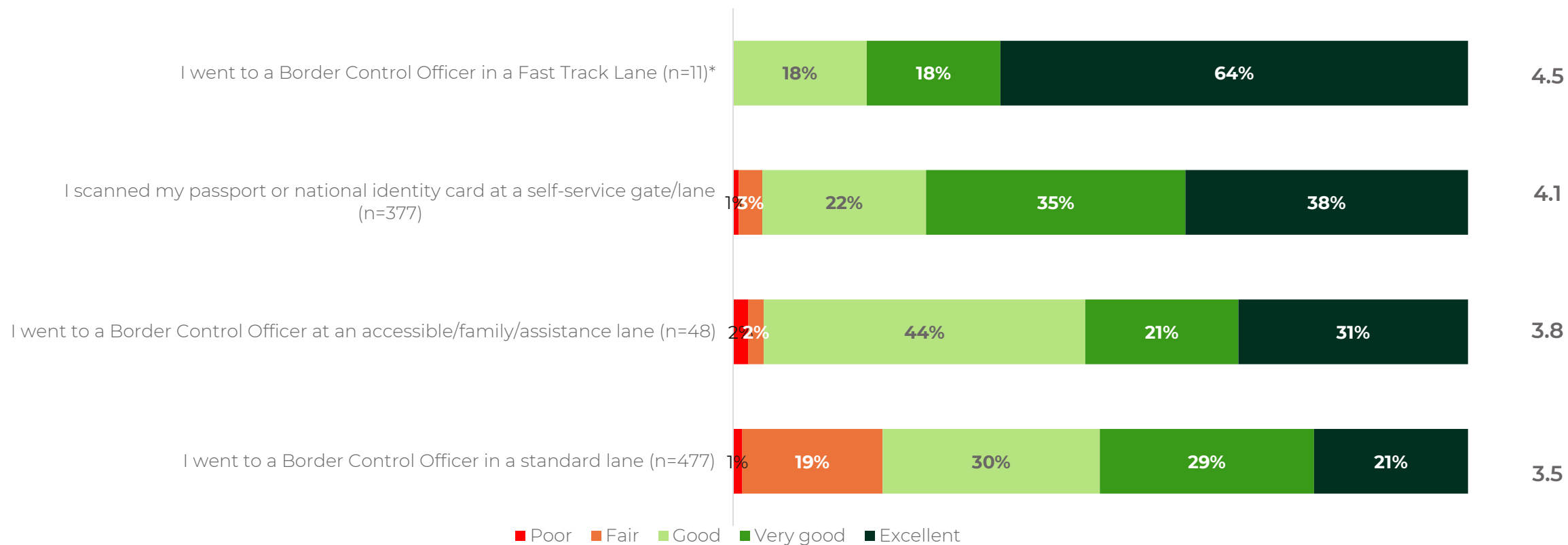


! Attention: in general, pax are directed to self-service gate lane by facilitators according to their citizenship, therefore the answer «I did not know it was an option» is questionable but means that passenger do not understand well the criteria of being able to use self-service gate lane or not.

BORDER CONTROL

RATING OF THE EXPERIENCE WITH THE BORDER/PASSPORT CONTROL OPTION USED: THE SELF-SERVICE LANE IS RATED HIGHER THAN THE STANDARD LANE. A HIGH RATING OF BORDER CONTROL IN FAST TRACK LANE, HOWEVER VERY FEW HAVE USED THIS OPTION. A HIGH RATING OF BORDER CONTROL IN ACCESSIBLE/FAMILY/ASSISTANCE LANE HOWEVER VERY FEW HAVE USED THIS OPTION.

Based on your experience today, please rate the border/passport control option you used



*Low base

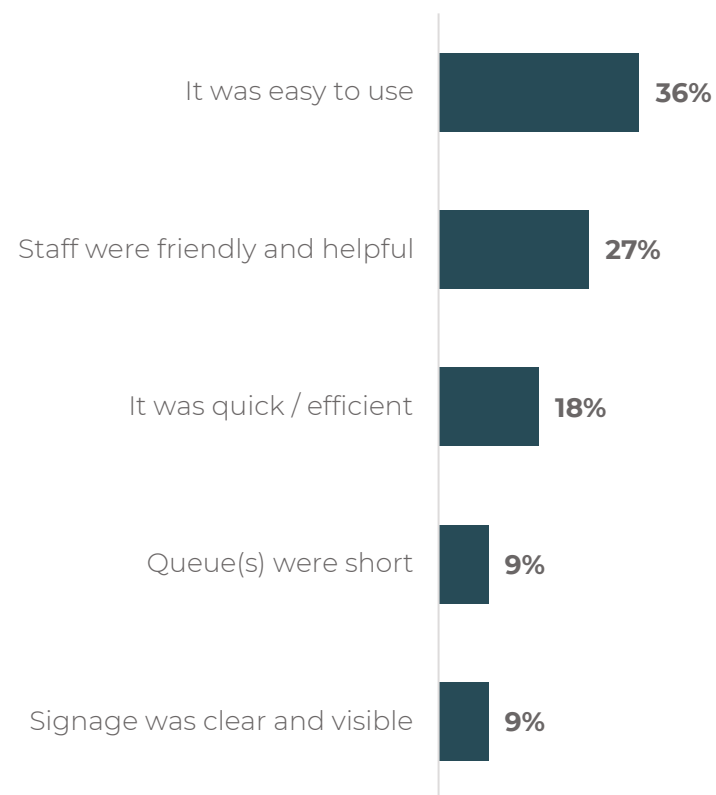
BORDER CONTROL

USED A FAST TRACK LANE: MAIN REASONS FOR GIVING A GOOD SCORE IS BECAUSE IT WAS EASY TO USE AND THE STAFF WERE FRIENDLY AND HELPFUL

Please give the main reason for your low score - I went to a Border Control Officer in a Fast Track Lane (n=0)

- No low score

Please give the main reason for your good score - I went to a Border Control Officer in a Fast Track Lane (n=11)

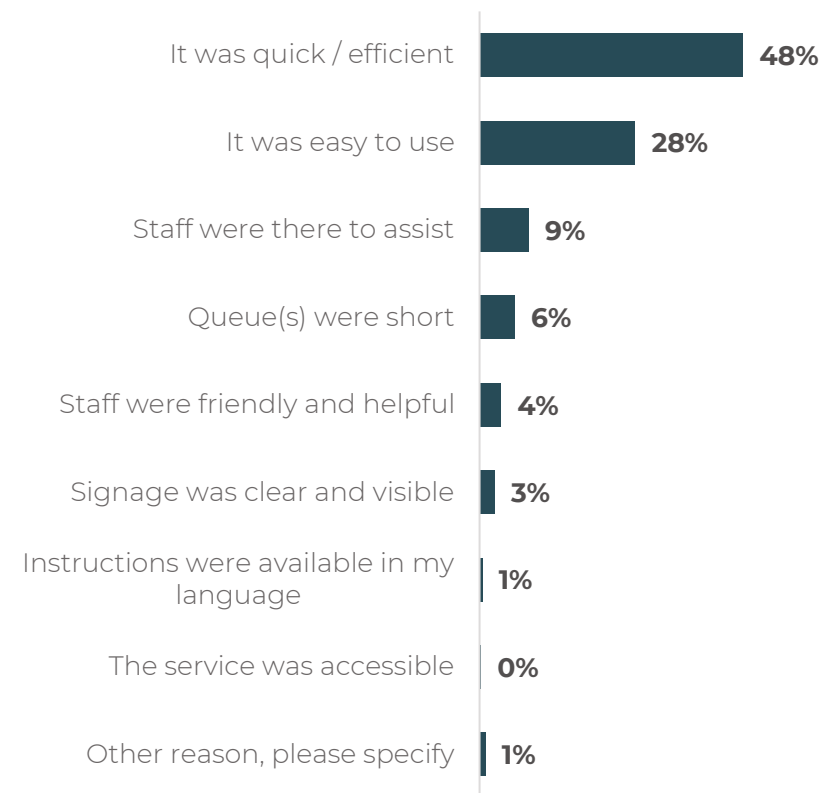
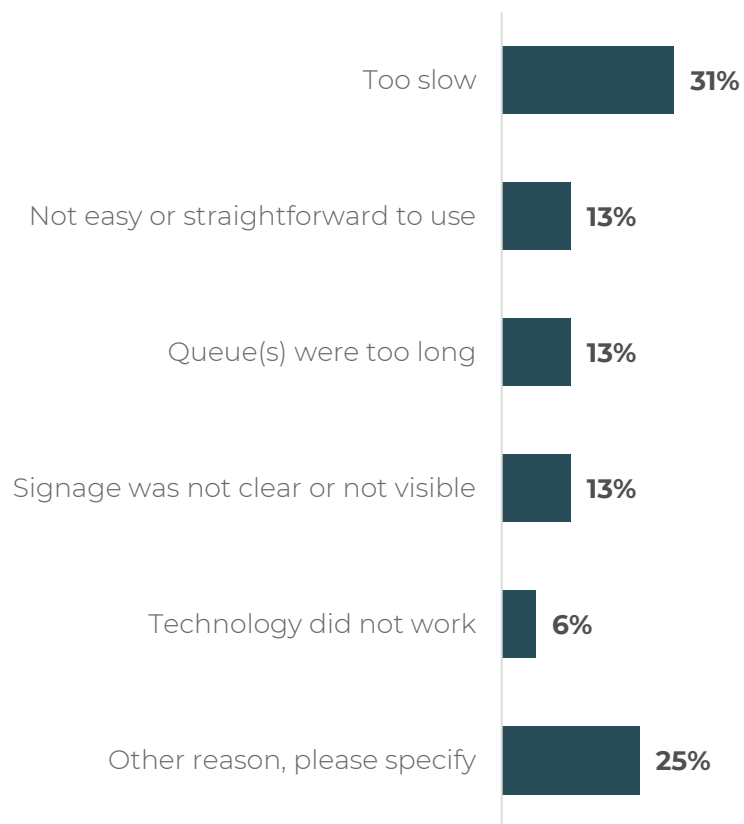


BORDER CONTROL

SCANNED PASSPORT OR NATIONAL ID AT THE SELF-SERVICE GATE/LANE: MAIN REASON FOR A LOW SCORE IS BECAUSE IT WAS TOO SLOW. MOST COMMON REASONS FOR A GOOD SCORE IS BECAUSE IT WAS QUICK/EFFICIENT AND EASY TO USE

Please give the main reason for your low score - I scanned my passport or national identity card at a self-service gate/lane (n=16)

Please give the main reason for your good score - I scanned my passport or national identity card at a self-service gate/lane (n=358)



BORDER CONTROL**SCANNED PASSPORT OR NATIONAL ID AT THE SELF-SERVICE GATE/LANE: LIST OF OTHER REASONS**

Please give the main reason for your low score - I scanned my passport or national identity card at a self-service gate/lane (n=3)

- Border guard unfriendly.
- The staff was mean to an elderly woman.
- The staff was unfriendly to two travelers in front of me.

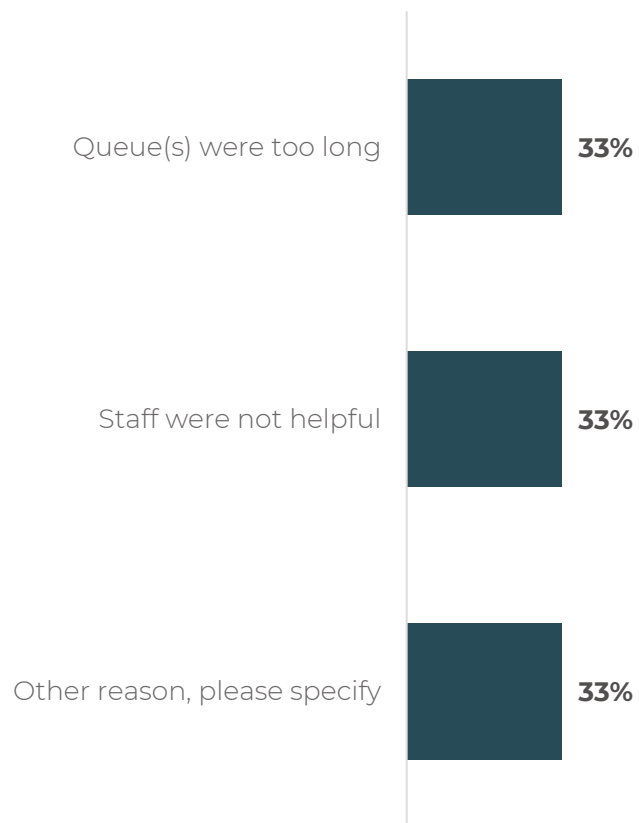
Please give the main reason for your good score - I scanned my passport or national identity card at a self-service gate/lane (n=3)

- The line was long but the process at the gates was smooth
- Didn't recognize my passport at the e gate
- Quite a long queue

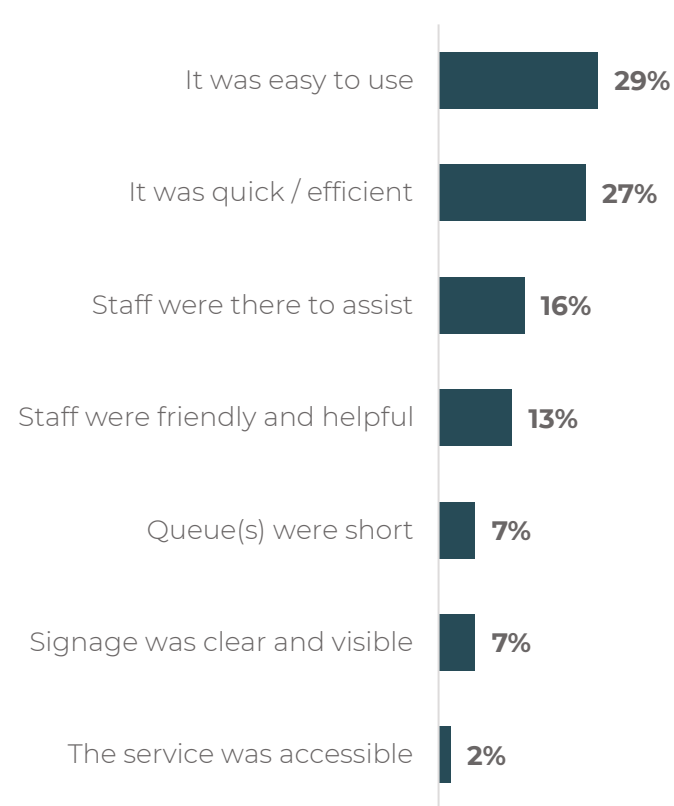
BORDER CONTROL

USED AN ACCESSIBLE/FAMILY/ASSISTANCE LANE: MOST COMMON REASONS FOR A GOOD SCORE IS BECAUSE IT WAS EASY TO USE AND QUICK AND EFFICIENT AND STAFF DEPLOYED A GOOD ATTITUDE

Please give the main reason for your low score - I went to a Border Control Officer at an accessible/family/assistance lane (n=3)



Please give the main reason for your good score - I went to a Border Control Officer at an accessible/family/assistance lane (n=45)

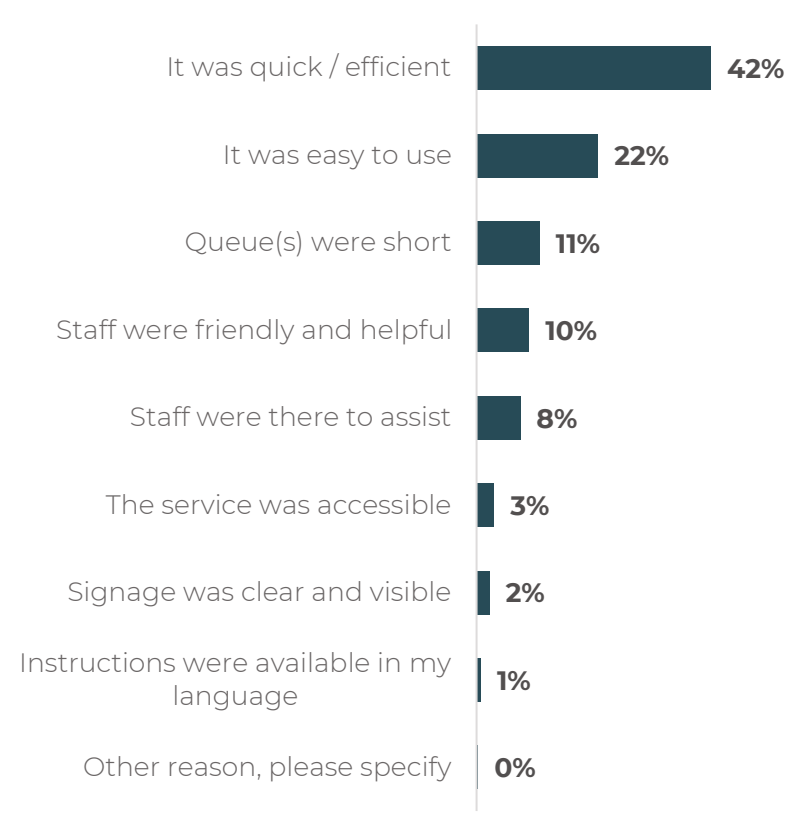
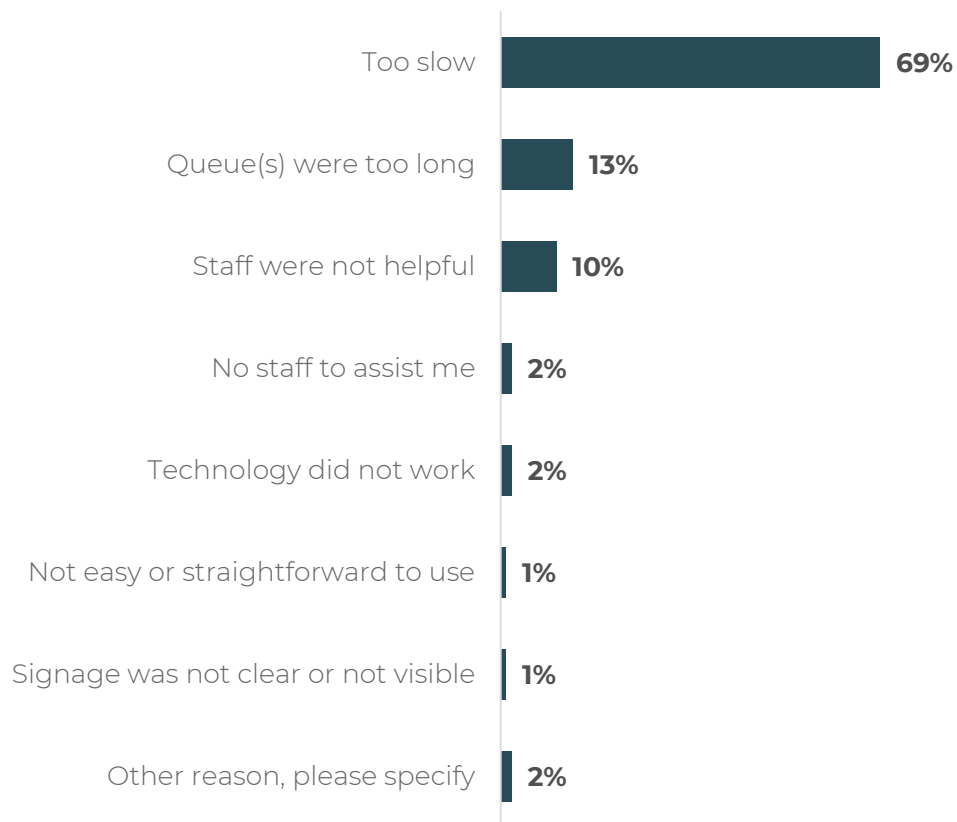


BORDER CONTROL

USED STANDARD LANE: MAIN REASON FOR GIVING THE STANDARD LANE A LOW SCORE IS BECAUSE IT WAS TOO SLOW. MOST COMMON REASON FOR GIVING A GOOD SCORE WAS BECAUSE IT WAS QUICK/EFFICIENT, AND STAFF HAD A GOOD ATTITUDE

Please give the main reason for your low score - I went to a Border Control Officer in a standard lane (n=99)

Please give the main reason for your good score - I went to a Border Control Officer in a standard lane (n=377)



BORDER CONTROL

USED STANDARD LANE: LIST OF OTHER REASONS

Please give the main reason for your low score - I went to a Border Control Officer in a standard lane (n=2)

- Staff was horrible and doesn't understand basic EU immigration law and held me up in line for a considerable period of time for no valid reason.
- Unfriendly

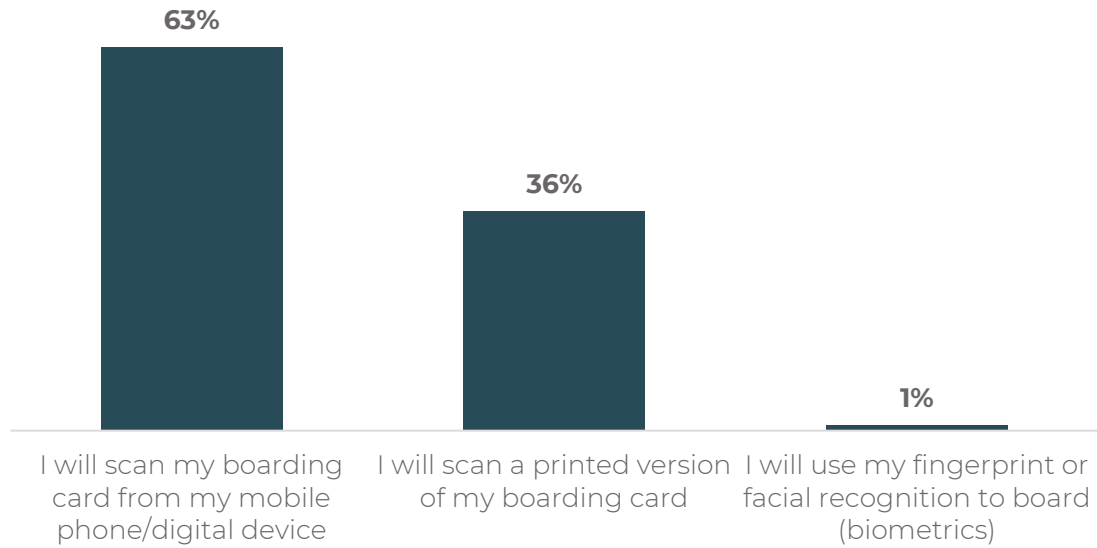
Please give the main reason for your good score - I went to a Border Control Officer in a standard lane (n=1)

- No choice

BOARDING

63% SCANNED THEIR BOARDING CARD FROM THEIR MOBILE PHONE OR OTHER DIGITAL DEVICE WITH 36% SCANNED A PRINTED VERSION

Which of the following will you do when you are boarding the aircraft? (n=2946)



BOARDING

SCANNING THE BOARDING CARD DIGITALLY OR A PRINTED VERSION ON AGE AND GENDER: ESPECIALLY PASSENGERS AGED 55 AND MORE WILL SCAN A PRINTED VERSION OF THEIR BOARDING CARD RATHER THAN A DIGITAL VERSION.

A SLIGHTLY HIGHER SHARE OF MALES WILL SCAN THEIR BOARDING CARD DIGITALLY COMPARED TO FEMALES

Which of the following will you do when you are boarding the aircraft? (n=2946)

	Total (n=2946)	Under 16 (n=17*)	16-24 y.o. (n=419)	25-34 y.o. (n=724)	35-44 y.o. (n=694)	45-54 y.o. (n=576)	55-64 y.o. (n=364)	65-74 y.o. (n=122)	75 and older (n=19*)
I will scan my boarding card from my mobile phone/digital device	63%	65%	64%	69%	70%	62%	48%	39%	42%
I will scan a printed version of my boarding card	36%	35%	35%	30%	29%	37%	52%	61%	53%
I will use my fingerprint or facial recognition to board (biometrics)	1%	0%	1%	1%	1%	1%	1%	0%	5%

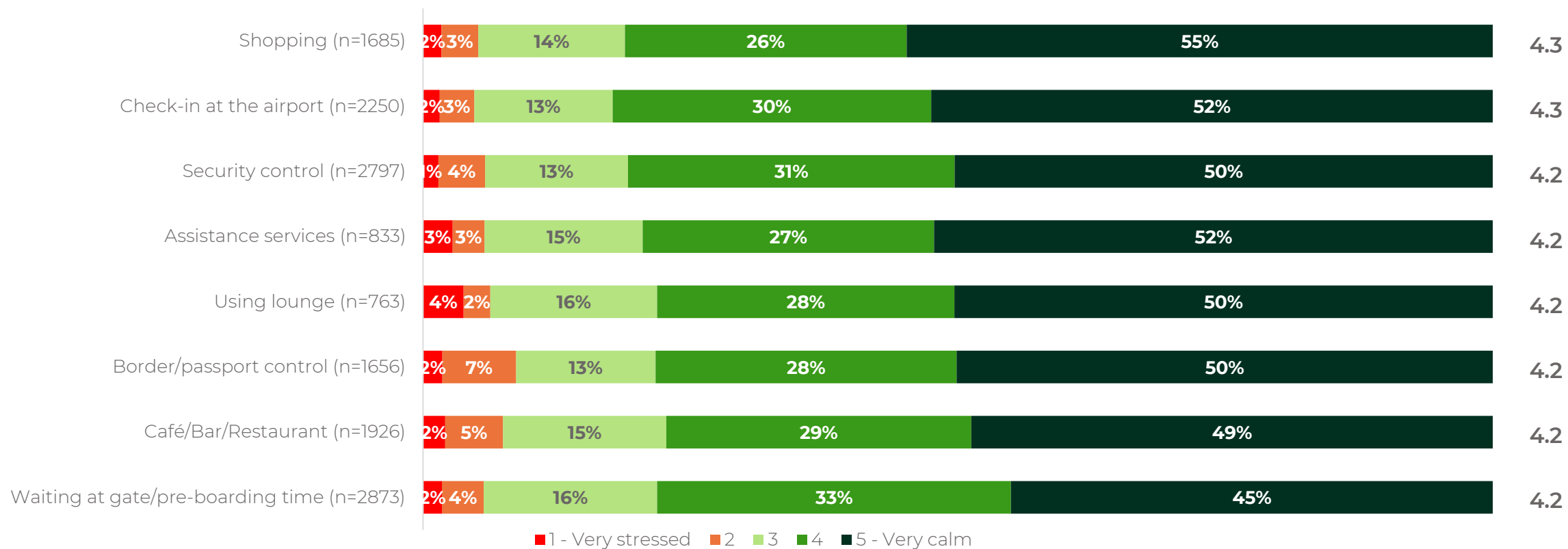
	Men (n=1468)	Female (n=1430)	Other (n=13*)
I will scan my boarding card from my mobile phone/digital device	65%	62%	69%
I will scan a printed version of my boarding card	34%	38%	31%
I will use my fingerprint or facial recognition to board (biometrics)	1%	0%	0%

*Low base

OVERALL EXPERIENCE

PASSENGERS FEELING AT EACH TOUCHPOINTS: THE MAJORITY ARE FEELING CALM OR VERY CALM AT ALL TOUCHPOINTS. THE HIGHEST SHARE OF PASSENGERS FEELING STRESSED IS SEEN AT BORDER/PASSPORT CONTROL, HOWEVER ONLY 9% WHO PASSED THROUGH BORDER/PASSPORT CONTROL FELT STRESSED OR VERY STRESSED

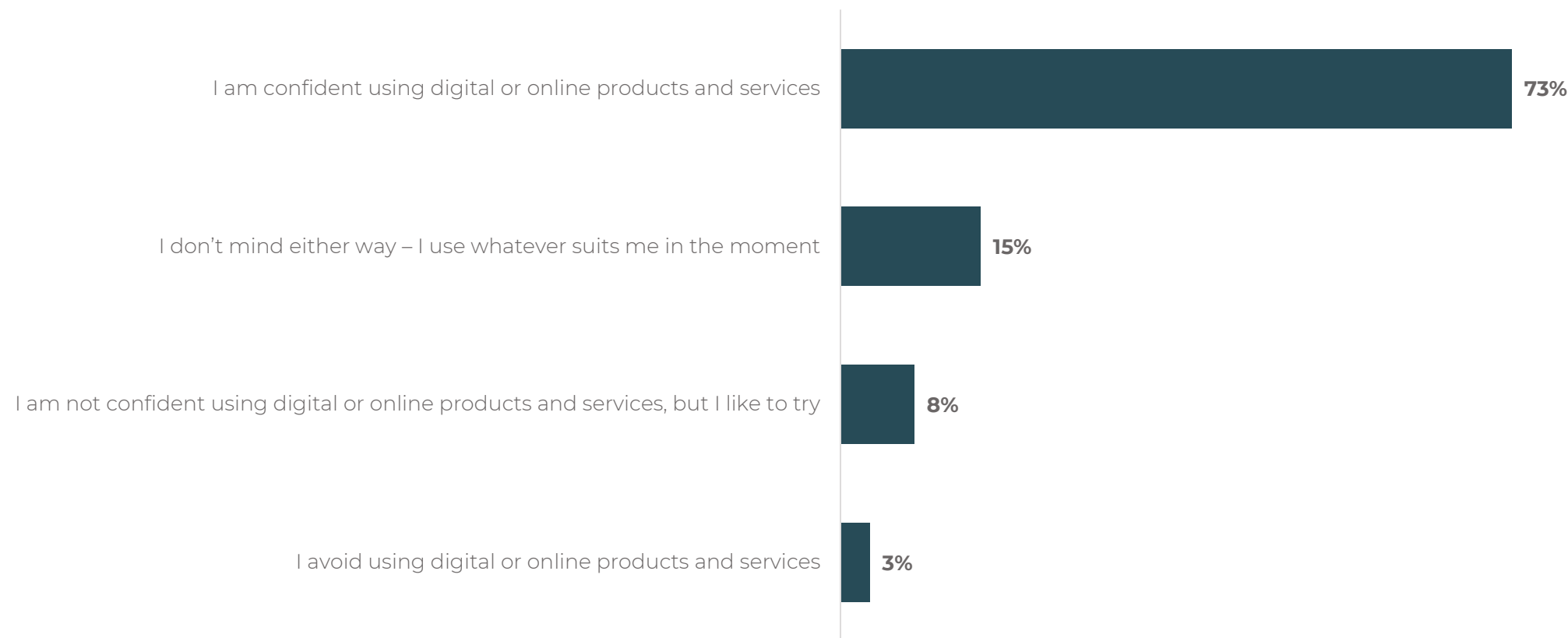
How would you describe your feeling at each of the following touchpoints?



DIGITAL AND ONLINE PRODUCTS AND SERVICES

THE MAJORITY OF PASSENGERS, 73%, ARE CONFIDENT IN USING DIGITAL OR ONLINE PRODUCTS AND SERVICES, WITH 8% NOT CONFIDENT AND 3% AVOIDING USING DIGITAL OR ONLINE PRODUCTS AND SERVICES

In general, how do you feel about using digital and online products and services? (n=2951)



DIGITAL AND ONLINE PRODUCTS AND SERVICES

HOW THEY FEEL ABOUT USING DIGITAL AND ONLINE PRODUCTS AND SERVICES SPLIT ON AGE AND GENDER: THE YOUNGER THE PASSENGER, THE MORE CONFIDENT. MORE PASSENGERS AGED 55+ ARE NOT FEELING CONFIDENT BUT WOULD LIKE TO TRY. THE SAME GOES FOR AVOIDING USING DIGITAL OR ONLINE PRODUCTS AND SERVICES. MEN ARE A LITTLE MORE CONFIDENT THAN FEMALES (10% VERSUS 6%)

In general, how do you feel about using digital and online products and services? (n=2951)

	Total (n=2951)	Under 16 (n=17*)	16-24 y.o. (n=422)	25-34 y.o. (n=725)	35-44 y.o. (n=696)	45-54 y.o. (n=576)	55-64 y.o. (n=364)	65-74 y.o. (n=122)	75 and older (n=19*)
I am confident using digital or online products and services	73%	76%	81%	82%	75%	70%	60%	48%	42%
I am not confident using digital or online products and services, but I like to try	8%	6%	2%	5%	6%	9%	16%	25%	32%
I avoid using digital or online products and services	3%	0%	2%	2%	2%	3%	7%	14%	0%
I don't mind either way – I use whatever suits me in the moment	15%	18%	15%	11%	17%	19%	16%	13%	26%

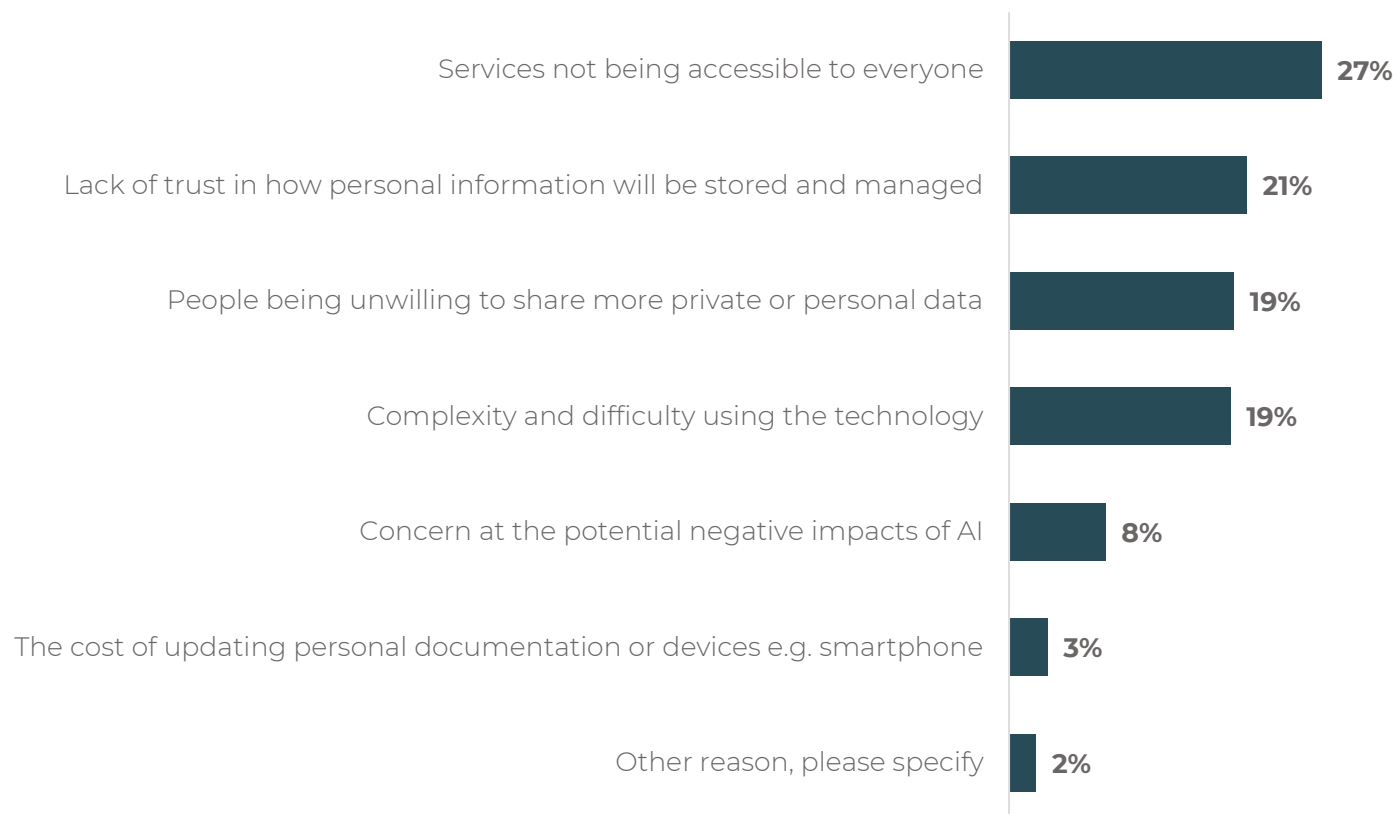
	Men (n=1473)	Female (n=1431)	Other (n=13*)
I am confident using digital or online products and services	76%	71%	62%
I am not confident using digital or online products and services, but I like to try	6%	10%	15%
I avoid using digital or online products and services	3%	3%	8%
I don't mind either way – I use whatever suits me in the moment	14%	16%	15%

*Low base

DIGITAL AND ONLINE PRODUCTS AND SERVICES

MAIN BARRIER TO WIDER ADOPTION/USAGE OF DIGITAL AND ONLINE SERVICES IS THAT THE SERVICES ARE NOT BEING ACCESSIBLE TO EVERYONE. LACK OF TRUST IN HOW PERSONAL INFORMATION WILL BE STORED AND MANAGED AND SHARING PERSONAL INFORMATION ARE ALSO IMPORTANT BARRIERS FOR 21% AND 19% OF THE PASSENGERS

Thinking about the future, in your opinion, what will be the main barrier to wider adoption/usage of digital and online services (n=2944)



DIGITAL AND ONLINE PRODUCTS AND SERVICES

MAIN BARRIER TO WIDER ADOPTION/USAGE OF DIGITAL AND ONLINE PRODUCTS AND SERVICES SPLIT ON AGE: ESPECIALLY THE MAIN BARRIER FOR 65-74 Y.O. IS THAT IT IS COMPLEX AND DIFFICULT TO USE THE TECHNOLOGY. THERE ARE NO DIFFERENCES ACROSS GENDER

Thinking about the future, in your opinion, what will be the main barrier to wider adoption/usage of digital and online services (n=2944)

	Total (n=2951)	Under 16 (n=17*)	16-24 y.o. (n=420)	25-34 y.o. (n=723)	35-44 y.o. (n=695)	45-54 y.o. (n=574)	55-64 y.o. (n=364)	65-74 y.o. (n=122)	75 and older (n=19*)
Services not being accessible to everyone	27%	47%	30%	27%	27%	26%	25%	26%	37%
People being unwilling to share more private or personal data	19%	24%	18%	19%	21%	20%	20%	12%	21%
Lack of trust in how personal information will be stored and managed	21%	29%	22%	22%	22%	18%	20%	16%	5%
Complexity and difficulty using the technology	19%	0%	19%	19%	17%	21%	18%	35%	21%
Concern at the potential negative impacts of AI	8%	0%	8%	7%	9%	8%	11%	7%	11%
The cost of updating personal documentation or devices e.g. smartphone	3%	0%	2%	4%	2%	5%	4%	2%	5%
Other reason, please specify	2%	0%	2%	2%	2%	2%	4%	1%	0%

*Low base

MAIN BARRIER TO WIDER ADOPTION/USAGE OF DIGITAL AND ONLINE SERVICES – OTHER REASONS

1. Trust and Confidence Technology-Related Issues (34%)

- Trust Issues: concerns about system failures, especially among older generations
- Security concerns: fear of data theft, device failure, or breakdowns.- battery/connection concerns

2. Human touch & inclusivity (29%)

- Generational gaps: older passengers are less familiar with technology
- Language barriers: difficulties due to language
- Human interaction: preference for human assistance over digital tools

3. Technology-Related Issues/not available or not working well (21%)

- Technical issues: slowness, unavailability. inconsistent processes: hard to use on phones. QR codes, apps not working smoothly

4. Complexity/not easy to use (13%)

- User experience: compatibility issues
- Complexity: additional services increase complexity. Different procedures between airports/nationalities
- Booking changes: complexity in modifying bookings. Unfamiliarity: some passengers see no need for digital options

5. Impact of Automation (3%)

- Job loss: concerns over employment due to increased automation

See open-ended answers in appendix

DIGITAL AND ONLINE PRODUCTS AND SERVICES

SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT?**1. Human touch: staff assistance, human interactions and inclusivity (26%)**

- Maintain personal assistance: continue offering human help and human interactions
- Balance digital and in-person options
- Staff to assist those unfamiliar with tech in particular older people. Support for older Passengers:

2. Wi-Fi and charging stations (17%)

- Better Wi-Fi, stable and accessible connection
- More charging stations: increase availability of power outlets

3. More digitalization (14%)

- Self-service expansion, check-in kiosks, baggage drop, passport control
- Automation: digital boarding gates, automated delay notifications

4. Technology Improvements (13%)

- App enhancements: integrate flight info, simplify, reduce bugs.
- Faster services. Think of a back-up solutions

5. More information (12%)

- Real-time information: instant updates on gate changes and delays
- More information in advance, instructions on how to use digital tools

6. Usability & ease of use (10%)

- Easier interfaces, printed options, assistance
- Clarity and simplicity: clear instructions, simplified designs
- User-friendly for all ages: services intuitive for all passengers

7. Data Security and Privacy (8%)

- Improved data protection: clear info on how data is used
- Security features: better security for personal information

See open-ended
answers in appendix

DIGITAL AND ONLINE PRODUCTS AND SERVICES

SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT?



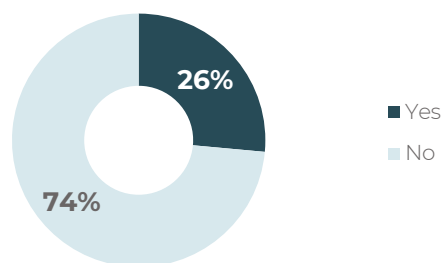
DEMOGRAPHIC PROFILE



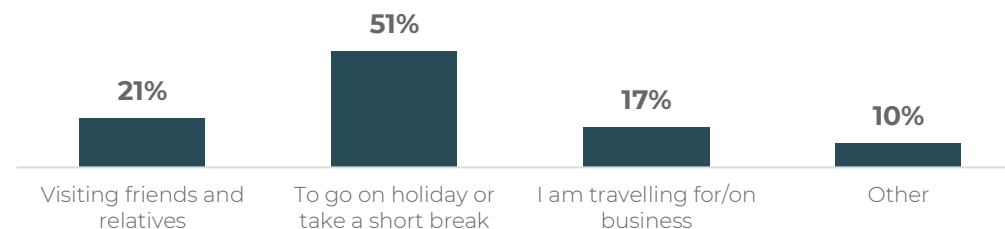
DEMOGRAPHIC PROFILE

DEMOGRAPHIC PROFILE OF RESPONDENT 1/2

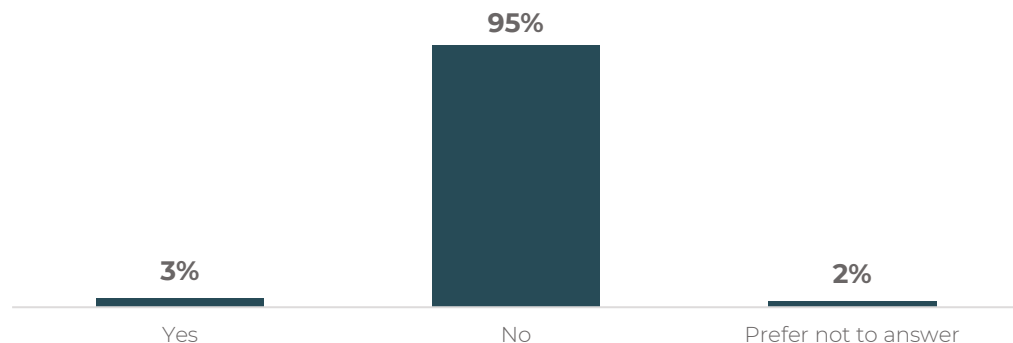
Are you taking a connecting flight at this airport today?
(n=2952)



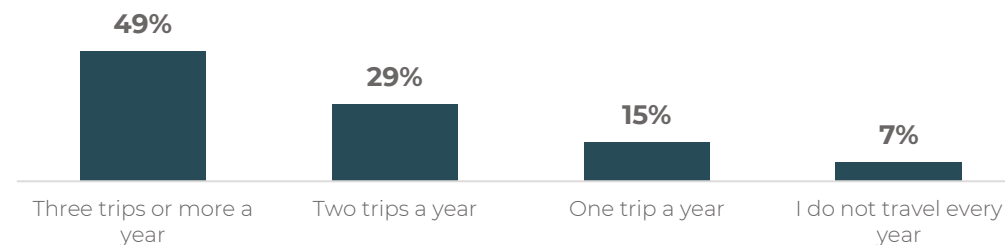
What is the main reason for your trip today? (n=2951)



Are you a person with reduced mobility or a person with disability? (n=2950)



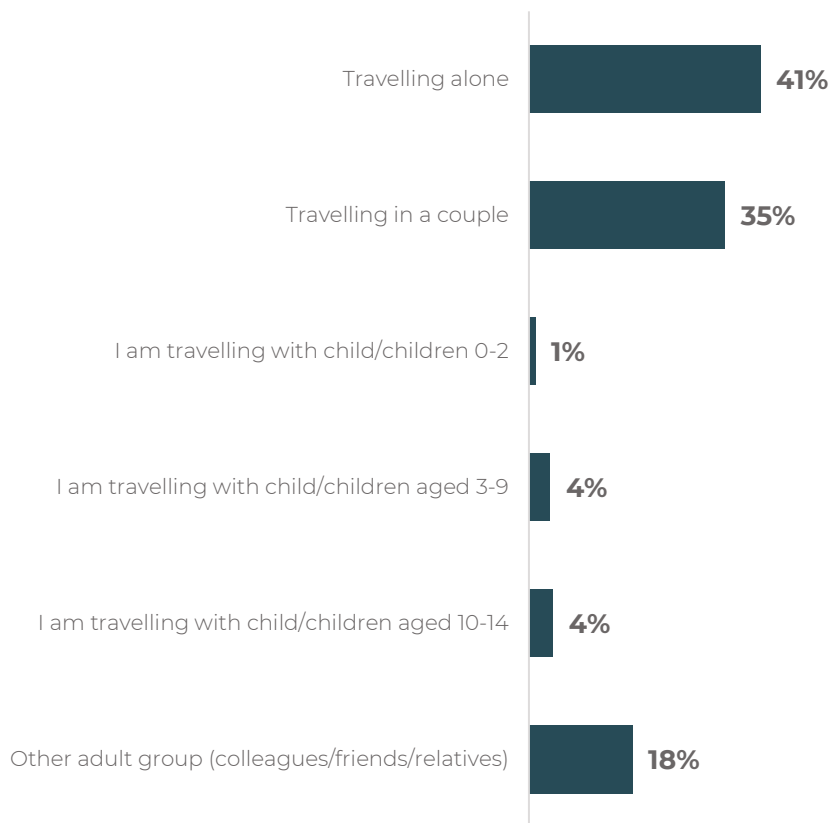
Typically, how frequently do you travel by air in a year? One trip includes the departure and the return flight. (n=2951)



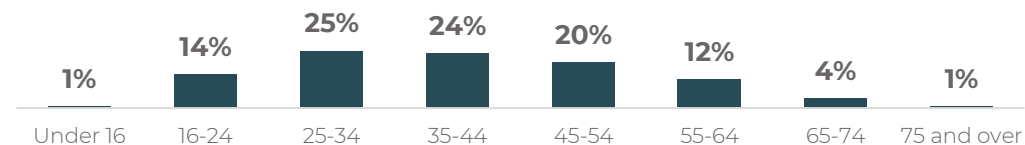
DEMOGRAPHIC PROFILE

DEMOGRAPHIC PROFILE OF RESPONDENT 2/2

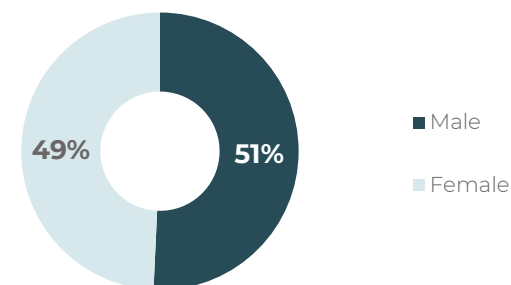
With whom are you travelling today? (n=2951)



What is your age group? (n=2942)



What is your gender? (n=2918)



APPENDIX



DIGITAL AND ONLINE PRODUCTS AND SERVICES

**MAIN BARRIER TO WIDER ADOPTION/USAGE OF DIGITAL AND ONLINE SERVICES – OTHER REASONS
TRUST & CONFIDENCE (34%)**

- Failure of technology
- Lack of feeling confident in choices while traveling in another country
- Almost lost my smartphone today,
- It needs to work very well.
- It was not available.
- In case of mobile theft
- Not relying on the feature working at the right moment (connection or battery), this is why I take screenshots
- Older generation does not trust technology
- People will always worry about stuff like e tickets not loading so older people will not make the switch to digital
- Risk of running out of battery.
- Risk of breakdown / loss.
- Technology has to function reliably...

DIGITAL AND ONLINE PRODUCTS AND SERVICES

**MAIN BARRIER TO WIDER ADOPTION/USAGE OF DIGITAL AND ONLINE SERVICES – OTHER REASONS
HUMAN TOUCH & INCLUSIVITY (29%)**

- It's nice to have humans sometimes!
- Older people do not understand digital services, and those who do avoid them because it's a hassle to need 546378283646 apps to perform most daily tasks (almost everything today requires using a phone)
- Lack of human help
- Language
- Lack of human confirmation
- no personal communications, I like dealing with real people
- People will always worry about stuff like e tickets not loading so older people will not make the switch to digital
- People untrained in the use of technological tools
- Older generations are less familiar with using technology.
- Technology cannot replace human understanding; machines cannot help with certain problems
- Younger generations will drive tech advancement further. Older people might have some limitations.
- Older generations are less familiar with using technology.

DIGITAL AND ONLINE PRODUCTS AND SERVICES

**MAIN BARRIER TO WIDER ADOPTION/USAGE OF DIGITAL AND ONLINE SERVICES – OTHER REASONS
TECHNOLOGY-RELATED ISSUES/NOT AVAILABLE OR NOT WORKING WELL (21%)**

- Boarding pass online does not work smoothly; QR code broken, so technology is not seamless
- Some sites are not 100% accessible on the phone
- Availability; for example, my online check-in did not work
- on the last flight, the QR code could not be scanned from the smartphone... technical error at Heathrow
- Digital passport machines are never in operation
- Digital service slowness
- Bad apps ruin everything.
- Online check-in for Georgian Wings is unavailable.

DIGITAL AND ONLINE PRODUCTS AND SERVICES**MAIN BARRIER TO WIDER ADOPTION/USAGE OF DIGITAL AND ONLINE SERVICES – OTHER REASONS
COMPLEXITY/NOT EASY TO USE (13%)**

- Additional services in apps increase complexity, e.g., pre-booking of cabin baggage, meals, seats...
- Compatibility between the different services and having to enter data again and again
- Confusion of different digital services between airports
- Different procedures for different nationalities
- Too little know-how from the users.

DIGITAL AND ONLINE PRODUCTS AND SERVICES

MAIN BARRIER TO WIDER ADOPTION/USAGE OF DIGITAL AND ONLINE SERVICES – OTHER REASONS IMPACT OF AUTOMATION (3%)

- Unemployment and job loss created by automation.

DIGITAL AND ONLINE PRODUCTS AND SERVICES

**SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT?
CLUSTER: HUMAN TOUCH, STAFF ASSISTANCE, HUMAN INTERACTIONS, INCLUSIVITY (1/3) (26%)**

- Offer help for those less comfortable with technology
- support older people in peace by means of assistance personnel and not everyone has smartphones, especially not the very elderly. For this target group, please make boarding passes for printing out at a simple print terminal with an assistant at a welcome lounge for best agers... without time pressure and with a smile and patience.
- Older people find technology very difficult; user-friendly operation would be desirable.
- Assistance from staff.
- External assistance for older people who do not control social networks
- Be nice to the passengers; it can be approved or be nicer.
- Better support for older people.
- Create more information points with staff
- Give more facilities to older people
- Improve the onboarding of new digital services for people who do not currently use digital services.
- Make self-check-in at passport control available for younger children as well.
- Always consider the most vulnerable customers. They must also have some way to access the airport.
- Digitization developed for the understanding of all passengers, regardless of age
- However, for many people, digital literacy and visual health will play a great role. Such situations still might need human assistance for the visually challenged, digital literacy, and language (translation)
- There should always be the option to check in personally in addition to digital check-in
- There should always be someone available to help
- There should be something for children
- For older people, there should be an option for people to print out boarding materials at the airport
- For older people, technology is not always easy to understand. There should be more information about flights.
- For older people, it is very difficult to understand when there is something new.
- For older people without smartphones, continue to use manual access
- For older people, the interface should be large and easy to use.
- For us, it is hard to understand everything. The display is hard to read because the font is too small.
- Golf carts for distance
- Make it simpler or with easy help, especially for older people
- Having in-person tutorials to teach people how to use these services when they reach the airport, or having staff on hand to assist.
- Help older people
- I did not have any difficulty, but possible aid for people who do not understand how to use it would be helpful.
- I don't have a smartphone

DIGITAL AND ONLINE PRODUCTS AND SERVICES

**SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT?
CLUSTER: HUMAN TOUCH, STAFF ASSISTANCE, HUMAN INTERACTIONS, INCLUSIVITY (2/3) (26%)**

- Keep options open. An analog and a digital world should coexist, providing more accessibility.
- I prefer to have people rather than machines
- I think that this system is perfect for the younger generation but for the eldest it's not efficient so it would be great to do improvements for them
- Improve how Lufthansa treats their clients. The same applies to how the airport staff handles you if you're staying overnight.
- It is very difficult for older people to do this, as they may not be able to afford suitable phones or be able to learn or understand how to use these things. It should be more accessible, and there should be a team to assist if required. Currently, there is no one to assist/guide during security checks; the queues are longer, and there is no one to guide which queue to use for transfers or any such things. Thank you.
- Easy conditions for older people
- Easy handling for older people
- Older people do not know how to use online options like young people
- Use airlines that accept reservations by phone
- Not everything needs to be digitized. I find it nicer to have someone available to answer questions.
- Many older people need help with new technology. It should be easy to use
- More accessible
- More kindness from the staff
- More personal assistance
- More communication and staff
- More training
- More people to guide passengers
- More personal interaction and fewer digital services
- More support for people who need it, for example, for the elderly and those with low literacy
- More consideration for older people, more information about where data is stored and what it is used for
- Better support experience
- Better adaptability for people of all ages
- Better service for people with MR or disabilities, such as sign language interpreters for hearing-impaired individuals
- More help for elderly people
- More assistance to passengers
- Translation not accessible

DIGITAL AND ONLINE PRODUCTS AND SERVICES

**SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT?
CLUSTER: HUMAN TOUCH, STAFF ASSISTANCE, HUMAN INTERACTIONS, INCLUSIVITY (3/3) (26%)**

- More staff
- More support for less tech-savvy people
- More personal touch, human beings
- Not accessible for everyone
- Not digitized much more. Not everyone has access, especially older people. More humanization.
- No staff on the train to S4.
- Online services should be easier for older people.
- Screens with larger letters and audio version.
- Without help, I wouldn't have managed alone. That's why I was very grateful for any personal assistance.
- Personal assistance for people who do not use digital services.
- Personal help.
- Staff to assist those who are not familiar with new technologies.
- Available staff.
- Personnel.
- Could the airport staff be more empathetic?
- I assume any changes require lessons or additional assistance for passengers in transit.
- That staff have more information about flight departures.
- Have support staff explain these services
- Use senior citizen input
- User-friendly for all ages
- Accessible for older adults.
- We appreciate human interaction.
- We are in the digital age, even though I prefer human contact.
- That there is personal assistance for older people.
- Offer services in simpler language for people who cannot read or write.
- Online services should be more user-friendly for older users.
- Staff will always be necessary; what if the internet shuts down?

DIGITAL AND ONLINE PRODUCTS AND SERVICES

**SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT?
CLUSTER: IMPROVE WI-FI AND CHARGING STATIONS (1/2) (17%)**

- Need more charging stations Better free Wi-Fi.
- Better free Wi-Fi; more QR codes and fast lanes for small orders.
- Better security for airport Wi-Fi.
- Better Wi-Fi; paper options available.
- Better Wi-Fi.
- Improvement of Wi-Fi in the airside of the passenger terminal
- Improvement of Wi-Fi
- Improvement of Wi-Fi in the café
- In check-in email, please remind us to use Vienna airport Wi-Fi
- Improvement of quality Wi-Fi in the airside terminal
- Complexity of online registration with FlyOne and HiSky, improve Wi-Fi
- Better internet access
- Better internet coverage. It's not working well
- Better internet connection
- Better WiFi connection at the airport
- Better connection. Free WiFi, more device charging options included on planes
- Better WiFi
- More charging options and workstations while waiting for boarding
- Improve the Wi-Fi
- Connection speed
- Internet speed.
- Wi-Fi.
- Faster Wi-Fi.
- WiFi.
- WiFi
- We need better Wi-Fi!
- Airport Wi-Fi is difficult to use
- Free Wi-Fi
- Faster Wi-Fi
- Better Wi-Fi
- More accessible Wi-Fi
- Speed of Wi-Fi
- Internet speed
- Improve Wi-Fi in the airport
- Wi-Fi is too slow

DIGITAL AND ONLINE PRODUCTS AND SERVICES

SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT?
CLUSTER: IMPROVE WI-FI AND CHARGING STATIONS (2/2) (17%)

- More loading points
- There are no phone chargers in Terminal B. Only one outlet on a column.
- More charging stations
- Offer more outlets to charge my smartphone.
- More charging stations
- More charging stations available
- More places to charge electronic devices.
- More competitive and self-service options to speed up the process.
- More signs.
- More outlets for phone chargers.
- To improve Wi-Fi service at the terminal near the gate;
- Better internet connection.
- More power outlets
- More charging points for mobile phones
- More places to charge the mobile
- More charging points/outlets that work.
- power outlets,
- Real-time notification to passengers about possible delays, hold-ups, or congestion to be present in time.

SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT? CLUSTER: MORE DIGITALIZATION (1/2) (14%)

- More active implementation of self-services, implementation of fast track services.
- More counters for baggage drop-off during online check-in, possibly add self-check-in counters.
- Reliable and stable operation of IT systems; more information in case of flight delays.
- You could provide self-baggage stations as is done, for example, in Frankfurt Airport.
- Electronic menus, safes
- ID scanner not only for passports
- Implement self-service check-in kiosks
- Implement self-services
- Increase self-check-in baggage companies to include Ryanair and Aer Lingus
- Keep updating systems to meet the business requirements
- That the population is better prepared and trained to access websites and book their flight tickets.
- That it be more technological, with more screens
- Self-check-in kiosks.
- Self check-in & baggage drop.
- Self gate for non-EU, please.
- Self-service baggage check-in.
- Self-service checking and baggage check-in, drop-off.
- Self-service implications.
- Self-service, baggage drop-off.
- Passport scanning service in the boarding area.
- To implement self-services at the airport
- Use them for passport control. The queues on arrival from Leeds were unacceptable
- Auto check-in desks at passport control.
- Automated baggage drop-off
- Bag tag self service

SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT?

CLUSTER: MORE DIGITALIZATION (2/2) (14%)

- Increase self-check-in baggage companies to include Ryanair and Aer Lingus
- Checking kiosk
- Bag tag self service
- Baggage check was very slow; the eGate worked okay, but then I had to have a passport stamp.
- Checking kiosk
- Self-checking
- More digital boarding gates for passengers from the UK
- More digitalization services
- Online check-in is very useful; more implementation of digital technologies and self-services.
- Online check-in for all flights except Aegean.
- More competitive and self-service options to speed up the process.
- More self-service options.
- Obligation for airlines to use Apple/Google Wallet for tickets.
- The Sandor company website does not allow for online check-in. There is no flight information on the airport website.
- The Sandor company website does not allow for online check-in. There is no flight information on the airport website.
- Develop more digital services.
- Passport control should be faster (more than an hour and a half wait), there is only one agent for several flights, the queues are unacceptable. There are many facial/passport scanning machines, but they are never operational. I have never seen them work in years, it's a shame the investment is never utilized... I fly here several times a year and always encounter the same problem, causing delays in transport, reservations, etc.
- More machines
- More computers

DIGITAL AND ONLINE PRODUCTS AND SERVICES

**SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT?
CLUSTER: TECHNOLOGY IMPROVEMENT (1/2) (13%)**

- All-in-one application where check-in, passport control, etc., can be done
- Ticket scanning device for boarding passes.
- Integrated app (AENA) with airlines.
- Apps with integrated information about upcoming flights.
- As a software engineer, the mobile apps from airlines and airplane companies use a mix of web views and native screens, making the apps very unstable with long loading times and errors that are not handled by the apps, leaving the user without solutions or information about the issue.
- The BER airport app does not work as well as the website. I noticed that some information is still missing.
- Better security when adding passport numbers or IDs, such as including a security code.
- BG Air app for Android.
- At border control, it takes too long for the automatic machines to open.
- Bonus for registering services digitally.
- Improve the app regarding check-in. This is only up to the airline
- Airport app with all relevant travel data (boarding pass, directions to the gate, taxi booking, etc.)
- For every country to have the same procedures
- I do not like having too many apps on my phone
- Integration between different service providers; a distinct app is needed for each company
- Avoid the stress of running out of battery for electronic tickets. Have a service specific to the airport or each airline where the records can be stored in case of need
- Airport app with all relevant travel data (boarding pass, directions to the gate, taxi booking, etc.)
- More interactive

DIGITAL AND ONLINE PRODUCTS AND SERVICES

**SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT?
CLUSTER: TECHNOLOGY IMPROVEMENT (2/2) (13%)**

- Develop more digital services.
- Accompany change, always have a back-up solution,
- Better handling of email reminders.
- The digital monitors are not easy to understand
- The font on the screen should be changeable. It should be easy to use
- Digital online services will be implemented more actively
- Digital directions
- Digital
- Digitization of security services
- Digitize services for a more efficient process
- Display boards do not show all later flights
- Integration between different service providers; a distinct app is needed for each company
- Get your application and web services validated by ANSSI to certify trust at the cybersecurity level. If you need to review your access control, intrusion, and video surveillance services, call the company SYNCHRONIC, the only qualified French manufacturer by ANSSI. Ask for Anthony BENOIT at anthony.benoit@synchronic.fr
- Integrate runway booking into the airlines' apps and automatically book it upon the user's request. Visiting the website every time is a bit cumbersome and probably the reason why many still don't know about the service.
- Integrate more touchless technologies
- It's all okay until there's a problem with the technology; there needs to be a suitable backup
- Check-in 1 week in advance
- More AI support in applications
- It's all okay until there's a problem with the technology; there needs to be a suitable backup
- Check-in 1 week in advance
- More AI support in applications
- Phones are not always reliable to use.

DIGITAL AND ONLINE PRODUCTS AND SERVICES

**SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT?
CLUSTER: MORE INFORMATION (1/2) (12%)**

- More commercials about this service so people will be more confident to use it
- More guidance on the usage of electrical tools
- Larger screens.
- Additional instructions for the digital platform.
- That the information is more precise and real.
- Face scanning at passport control, an easily findable and usable app that shows the layout of shops and information points at the airport. Google has this to a limited extent already. Notifications on when and where boarding starts on the phone. Some airlines do this, but not everyone.
- Screen information.
- Show international flights 5-10 hours prior to their departure to help passengers who have arrived from a connecting flight. Also, provide clear instructions from the transfer desk on the next steps for international passengers and better help with questions.
- Specific information kiosk
- Display waiting time at security better.
- Automated delay notification needed
- I've had no problems, except the automatic passport control did not work for me despite having the correct passport, so perhaps review those scanning machines or signage/instructions on how to use them.
- More advertising of the USP of the AENA app for travel notifications
- More information to the passengers
- These options should be highlighted by the airlines flying from this airport
- Tips for apps related to public transport in the destination country
- To have early access to information about the gate online via an app or on the airport's website
- To have more information about the flight from the website if there is any change
- Wee application with notifications about flight status: the flight is delayed, the end of check-in, boarding begins...
- Send flight info to the phone

DIGITAL AND ONLINE PRODUCTS AND SERVICES

**SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT?
CLUSTER: MORE INFORMATION (2/2) (12%)**

- More information
- More information in case of delays or cancellation
- More information panels in the boarding area
- Improve explanations on why online check-in is not possible or cannot be carried out
- Gate announcements and boarding announcements through mobile phones, including information on when boarding will start, in order to use time better at the airport
- The display boards are too small and very unclear to read.
- Expedition of notifications by the airline regarding the journey
- I suggest that flight information is sent direct to your phone real time
- Real-time notification to passengers about possible delays, hold-ups, or congestion to be present in time.
- Real-time gate checking through the phone so we do not depend on the screens across the airport;
- To provide better guidelines. Today I could not check in online, and no one could explain why. I lost 1 hour because I had to arrive at the airport earlier
- More information about airport rules
- Better information on screens.
- Yes, there are travelers who are not familiar with the typical procedures at the airport. For example, when I arrive, where should I go first? What must I do first? If I do certain things digitally, do I need to do them again analog? If not, I will have problems later. The process, that is, the customer journey, could certainly be summarized at the beginning.
- Passport control should be faster (more than an hour and a half wait), there is only one agent for several flights, the queues are unacceptable. There are many facial/passport scanning machines, but they are never operational. I have never seen them work in years, it's a shame the investment is never utilized... I fly here several times a year and always encounter the same problem, causing delays in transport, reservations, etc
- The current departure times were not shared with us. The lady from TUI knew to tell us an hour in advance that the flight was delayed, but this was not shown on the screens or the websites of Schiphol and TUI

DIGITAL AND ONLINE PRODUCTS AND SERVICES

SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT? CLUSTER: USABILITY/EASE OF USE (10%)

- Simplicity
- User-friendly screens.
- Simple application of digital lists
- Simple and clear design
- Simple application
- Easier and faster luggage drop
- Easy access to info about water fountains
- Easy availability of Wi-Fi to avoid delays in updating info online or accessing the info available digitally will help me improve my digital and online services.
- Easy to use products with a consistent user experience. Simple user interfaces, not cluttered
- Easier use
- Expedition of notifications by the airline regarding the journey
- Easy for everyone
- Simpler and more effective operations
- Functional Wi-Fi, please
- Having opt-out policies that do not burden the user (longer wait times, etc.)
- Keep it simple
- Applications should be easy to use
- The airport site is not very intuitive. It's not very clear. You don't easily find the flights for today or tomorrow at first glance.
- Simple instructions
- Less complicated
- Make the map on the airport website scalable; there are many bugs when searching for and finding a location on a phone due to screen size. The internet could be fast and advertised as available.
- Make it easier
- That they are more intuitive.
- An easy and intuitive website to check information panels to stay updated on gate changes or schedules
- A simpler connection.
- Simplify.
- Difficulties in purchasing tickets on the website
- Difficulty using online check-in to select seats
- issue with online check-in for the airline Hisky
- Lack of need to repeat check-in
- Simplicity in service.
- The Air France app is not very easy to use

DIGITAL AND ONLINE PRODUCTS AND SERVICES

**SUGGESTIONS - WHAT SUGGESTIONS WOULD YOU HAVE FOR ANY CHANGES OR ADDITIONS THAT WOULD IMPROVE YOUR EXPERIENCE OF DIGITAL AND ONLINE SERVICES AT THIS AIRPORT?
CLUSTER: DATA SECURITY AND PRIVACY (8%)**

- Ensure data protection.
- Better security for airport Wi-Fi.
- Better security when adding passport numbers or IDs, such as including a security code.
- Better transparency on how data is used following its primary usage.
- Efficiently provide means and resources for data protection.
- Clarity on which data is stored where and how long
- Lower request for personal data
- Security guarantee
- Also specifically laying out what data will be collected and how it will be used
- Note where which data is stored
- Keep going to use it but with more safety in the rules
- Keep more privacy
- Clearly show how data is used
- Make keeping your information safe to prevent it from being stolen online
- More information about the use/storage of personal data
- Less personal data
- People will be reluctant to use private or personal data.
- Data privacy.
- Privacy.
- Privacy changes.
- That they don't ask for my email for the airport WiFi.
- Protect privacy more.
- Transparency about the usage of personal data
- Transparency of personal data
- Ask for fewer personal details.
- Better security when adding passport numbers or IDs, such as including a security code.