

Landmark Survey Reveals Deep Frustration Among Air Travelers – 41 Million Trips Avoided, \$26.5 Billion Blow to Economy

Air Travelers: Travel Process Is Bad and Getting Worse

- 78% of air travelers believe the air travel system is either “broken” or in need of “moderate correction.”
- 62% believe the air travel system is deteriorating.
- 33% of all air travelers are dissatisfied with the air travel system, and 48% of frequent air travelers (5+ trips per year) are dissatisfied.
- 39% of all air travelers feel their time is not respected in the air travel process, and among frequent air travelers that number surges to 51%.
- Travelers are most irritated about the air travel process, not the airlines. Issues the federal government can address are travelers’ top concerns: delays, cancellations and inefficient security screening.

41 Million Trips Avoided Strikes \$26.5 Billion Blow to U.S. Economy

- 28% of air travelers avoided at least one trip over the past year (2.1 on average) due to the problems in the air travel process.
- 41,000,000 trips were avoided over the past 12 months (approximately 112,000 per day): 12 million business trips and 29 million leisure trips.
- The total economic impact of 41 million trips avoided is \$26.5 billion, including losses of \$9.4 billion to airlines, \$5.6 billion to hotels, and \$3.1 billion to restaurants. These lost trips would also have generated \$4.2 billion in federal, state, and local tax revenue.
- When combined with a recent report by Senator Chuck Schumer (D-NY) showing that air travel delays cost the economy \$41 billion in 2007, the cumulative cost of America’s air travel woes is in excess of \$67 billion annually.

Air Travelers / Voters: Little Optimism for Improvement

- Nearly 50% of all air travelers do not think it is likely that the air travel system will be improved in the near future.
- Nearly 60% of frequent travelers express no confidence that the air travel system will be improved in the near future.
- Almost all of these air travelers – 90% – are “likely voters.”