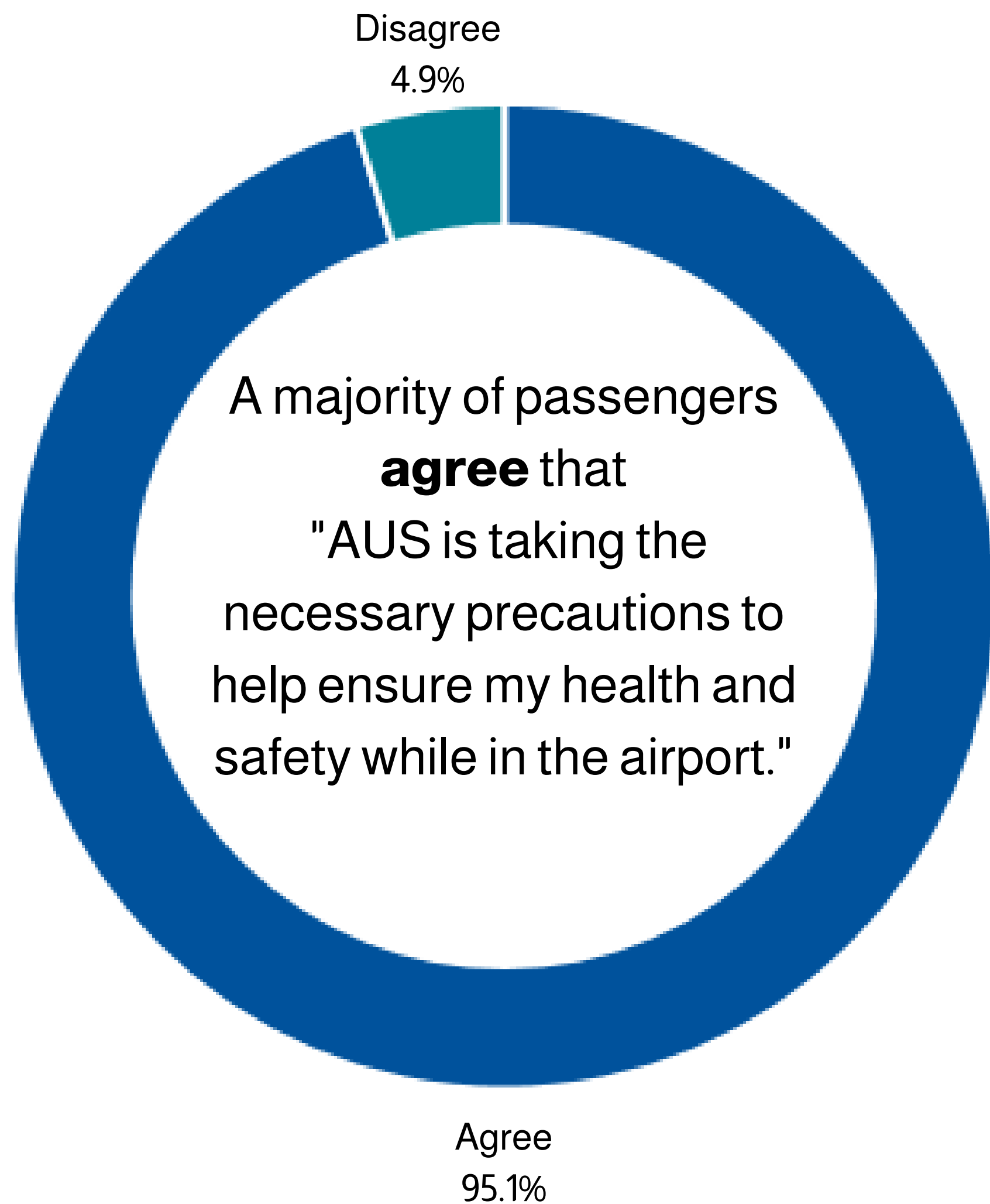


# AUS Travel Safely Survey

## Summary of Passenger Feedback



Throughout September 2020 and October 2020, Austin-Bergstrom International Airport conducted the AUS Travel Safely survey to collect feedback from passengers who have traveled through AUS since the start of the COVID-19 pandemic. This report summarizes input received from both the online survey and paper surveys that were provided to passengers in the terminal. Over 790 responses were received and analyzed to evaluate opportunities to help AUS create a new kind of travel experience.



### How would you rate your overall satisfaction with your last experience at AUS?



A majority of passengers had positive feedback about their overall satisfaction levels. 5.5% of passengers rated their satisfaction level as either fair or poor.

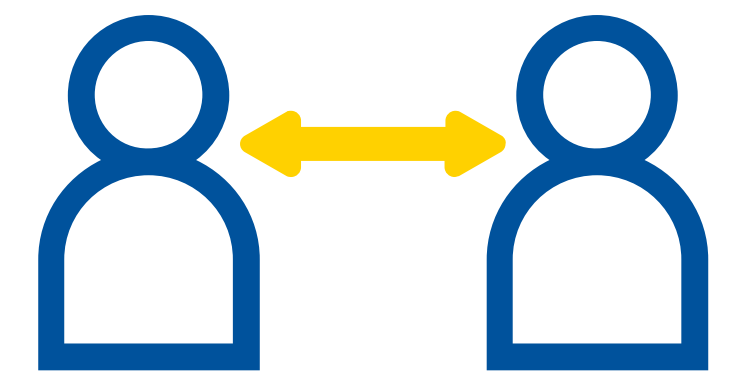
### The top 3 factors that help passengers feel safe are:



Cleanliness of AUS facilities



Passengers and employees wearing face masks



Physical distancing by employees and other passengers

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According to passengers, the top health & safety features or protocols AUS should provide are:

### Hand sanitizer stations



Hand sanitizer stations can be found at **every entrance and exit and throughout the terminal**, before and after security.

### Clean restrooms



Our **restrooms are cleaned every 90 minutes** and deep-cleaned every night.

### Frequent cleaning of high touch areas



We have **increased** how often we clean high-touch areas throughout the day.

An on-call disinfectant team is available around the clock for decontamination and deep-cleaning when necessary.

### Air filtration systems



We use robust air ventilation and filtering through our HVAC system to reduce virus transmission.

There is a **constant supply of fresh, outdoor air** and up to **7 air changes per hour** to filter and refresh indoor air.

**79%**

of all respondents said they **feel that flying is safe** after traveling.

More than 50% of respondents who were concerned about flying before their trip felt that flying is safe after they traveled.

**52%**

of all respondents said they plan to **fly again** before the end of the year.