

FREQUENT FLYERS EMBRACE FACIAL RECOGNITION

Airports, airlines and border control agencies are building the "airport of the future" using biometrics and facial recognition technology (FRT) to improve the passenger experience and enhance security. A recent survey of frequent flyers shows broad awareness and acceptance for these programs and for future implementations that speed bag drop, check-in, border crossing, security, and boarding, among other features.

85%

would opt-in to the airport of the future

83%

think an airport that used FRT to reduce travel time and create a personalized experience would be popular

Flyers are the most dissatisfied with

38%

Security Line

26%

Check-In Line

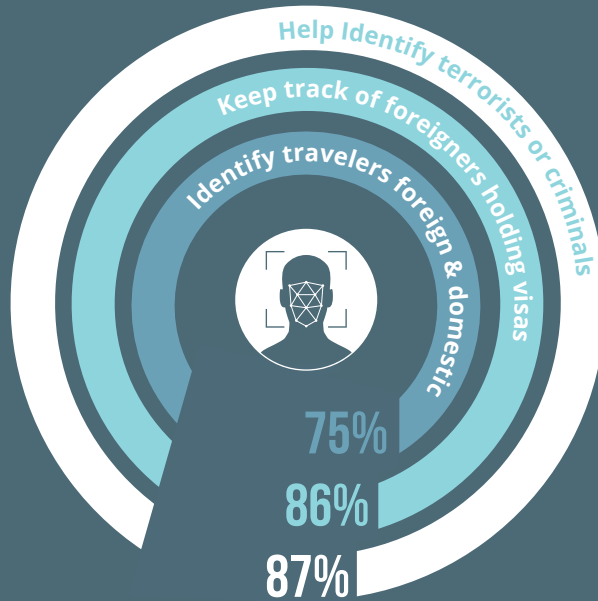
25%

Checking Baggage

24%

Boarding

People support the use of FRT by CBP to....



50%

would pay a fee to bypass security line



21%

would sing a song for a TSA agent



15%

would give up coffee for a week

People would pay...



To reduce the time needed for curbside-to-gate

64%

think technology can improve the flying experience



People would use FRT in the following scenarios...



People aware that...

FRT is being tested at airports



FRT is being tested by airlines

