Press Releases

Study: Insufficient Legroom and Disruptive Passengers Top Air Travel Pet Peeves Poll

Message to Airlines: Personal Space and Calm Valued the Most by Passengers

NEW YORK, Dec. 10, 2015 /PRNewswire/ -- While airlines continue to fill planes in record numbers and invest in improving the in-flight experience with new aircraft and cabins, a new survey of frequent travelers shows that the carriers are failing to deliver on what is really important to passengers.

The 2015 Air Travel Pet Peeves Survey, conducted by Frequent Business Traveler magazine, found that frequent travelers continue to be dissatisfied with the personal space they get on a plane as well as with the comportment of their fellow passengers.

The annual study, which began in 2011, presents readers with a comprehensive list of air-travel-related pet peeves, which are then ranked in descending order from most to least irksome. The complete findings and an infographic are at http://accura.cc/kkhbnu.

Rounding out the top five were Seatmate Taking Up Too Much Space and Passenger Reclining Seat into Me.

Given that a passenger is already traveling in a confined space, the top peeves spotlight the problem and reflect the impact on the flyer's ability to "sit back, relax, and enjoy the flight," as many pilots say in their welcome announcements, as well as to work during the flight.

"The findings put airlines on notice that they can't afford to skimp on necessities, such as legroom and seat pitch," said Jonathan Spira, Frequent Business Traveler's editorial director. "Airlines clearly need to eliminate the bus-like atmosphere that on many flights tends to allow poor behavior on the part of passengers to fester."

A total of 1,942 people took part in the survey, conducted in association with FlyerTalk, the world's largest online travel community, and ExpertFlyer, a leading air travel information tool.

About Frequent Business Traveler

Frequent Business Traveler magazine brings must-read business travel tips and insights, news, and reviews to globe-trotting executives in order to ensure seamless, productive, and successful travel.

About FlyerTalk

FlyerTalk is the world's largest online travel community and features discussions and chat boards that cover travel information with dedicated forums on a variety of topics.

About ExpertFlyer.com

ExpertFlyer.com delivers a 24/7 real-time powerful air travel information service and provides subscribers and corporate travel managers with a complete, concise and efficient way to access the ever-changing details of worldwide air travel information.

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