DELTA

Capstone 2:   Adding a Feature

UX RESEARCH / Interview Debrief

Key findings:

- 40% of those interviewed are looking to get in and out of the airport as fast as possible. 60% see the airport as a relaxing or exciting part of the journey (at least once they're through security)
- All users could list a number of features on the FlyDelta app that they use and appreciate, only 1 out of 5 could name anything they use the app for during layovers other than checking the next departure gate and flight status.
    - The one user who checks airport maps and transfer times explained that they found that feature just by chance, and noted that the wayfinding experience is lacking
- Several users referenced wanting more guidance on what's actually good in the airport – what food options are good? Which terminal has the best lounge? Are there any interesting features of the airport to see or utilize?
- 2 out of 5 users referenced leaving the airport as their favorite way to spend layovers when possible.
- Of users who were aware of the airport maps in the app, none were satisfied with just seeing a picture of the whole airport – users want more information tailored to them – how long to expect transit time to take and where their gate is in relation to food, bathrooms and lounges. GPS capabilities would be a huge bonus
- Multiple users want more clarity in their airport and layover experience – knowing at what points they will need to go through security or other check points, and how much time to allow.

Interview Summary

Number of participants: 5 Delta Frequent Flyers

Age Range: 37-63

Average trips in a typical year: 17 roundtrip flights

Percentage that may include a layover: 39%

Longest acceptable layover: 2.3 hours

Shortest acceptable layover: 47.6 minutes

Primary use of FlyDelta app / most important features:

4/5	"today" section	**2/5**	Track luggage
4/5	Check seats / upgrades	**2/5**	Airport maps
3/5	Check medallion status / miles	**1/5**	Customer service
2/5	Book flights	**1/5**	Lookup aircraft for the flight
2/5	Flight status		

Use of app during layovers:

All users check the status and location of their next flight, but only 1 out of 5 referenced trying to use the airport maps to discern how to get around the airport and how long it might take

Concerns during layovers:

The number one concern of travelers is <u>getting to their next gate in time</u>. 3 out of 5 surveyed referenced wayfinding as a point of stress during layover – not knowing how long the transfer will take and what security or other obstacles they may need to get through.

Use of time in airports / most sought after facilities:

4/5	SkyClub or other lounge	**2/5**	People watching
3/4	*good* restaurants, heathy food	**2/5**	Stretching / exercise
3/5	bathrooms	**2/5**	Spa
2/5	Working	**1/5**	Pet relief area
2/5	Leaving the airport / exploring city		

Biggest pain points / frustrations:

The most common frustration the surveyed travelers face is <u>other travelers</u>. The other most noted pain points included <u>crowding at the gate</u> and <u>uncertainty about how much time is required</u> for getting through lines, walking to the gate, and understanding differing security requirements at different airports.

When asked what could make layovers easier or more enjoyable, several travelers referenced being picked up at their gate and driven to their next gate, but more just wanted clarity about what to expect – especially if security checks are involved.

User Interview Transcripts

Basic Demographic Information:

- Name   Bruston
- Age   40
- Location   Los Angeles, CA

General Travel Habits:

- How often do you fly in a typical year?
  - 25-30
- How many of those flights might include a layover somewhere?
  - 3
- What's the longest layover you would typically sign up for?
  - I don't like laying over for more than an hour and a half. my standard go-to layover is an hour
- What about the shortest?
  - it would depend on the airport that they layover is in, but I would consider 45 minutes

FlyDelta App:

- Do you use the delta app when you fly?
  - always
- How do you use the app?
  - I use it to book my trips probably about 50% of the time, look at pricing at least, I use it to see the seating. I use it to look at the viability for an upgrade. I use it to communicate with Delta a lot, because they have a messaging feature that seems to be faster than talking to somebody on the phone. I also use it when I'm in an airport - it has a map of all of the airports, so I use that to look at what my food selections are and where the nearest pet relief station is.
  - anything you like or dislike about the maps?

I like a lot of things - they're usually pretty accurate right down to what restaurants are there and what has closed, and ==sometimes they're more accurate than the actual map in the airport==.

- How do you use the app during layovers?

  - I usually look at it when I land, ==I look at it to see what gate we landed at and how long it's going to take me to get from gate 1 to gate 2==. I also look at the airport map to look at where the nearest pet bathroom is, I use the app to determine if there is a flight that - like if I have landed early and there is a flight that's leaving within 10 minutes that I could make==, I'll look to see if there's any earlier flights that I could make instead of sitting around waiting on mine==. Usually if I go up to the desk and say I'm on a flight in an hour and a half, can I just get on this one? that usually works.
  - Basically, all the things that you would have walked up to a tv monitor to do, I can open the app right when I land to get all that information and start doing my research.

Airport Habits / Needs / Motivations / Pain Points:

- What are your biggest concerns during layovers?

  - My primary concern is making the flight on time. So if it's cutting it too close, usually if we land and we have to sit on the tarmac waiting for a gate, I get anxious - that's my 'oh shit' moment, like, am I going to make my flight?
  - Secondarily, it's the delay, I made flight number one, but is flight number two going to be delayed and I'm going to have to sit here forever.
- How do you spend your time in the airport while waiting for a flight or in between flights?

  - Usually eating. I'll go to the Delta lounge and just grab something. If there's a lot of time, I'll sit there and work on my computer, but mostly just grabbing food.
  - If there's not a lounge, I'll just find coffee or like a sandwich.
- Is there anything you're always looking for in an airport? (Bathroom, customer service, specific food, etc)

  - Well, ==I look for the lounge. I wouldn't say I particularly look for it, but I notice airports that have artwork and airports that don't==. There are some airports that are just like 'this.is.an.airport' and then there are some that are like this is a place where you can also learn things! I'm not a person that uses an airport as a shopping mall. I understand why they're there, because sometimes people have tons of time to kill, but I am not one of those people==. I'm not going to LAX to shop at Gucci.==
- What do you enjoy about your time in airports?

  - I would say like nothing. I'm not an airport person. I'm one of those people where, ==by the skin of my teeth, I get there, check in, go through security, and I'm at the gate when they're boarding==. I don't like to arrive 3 hours ahead of time and chill out, I'm not that person. It is strictly a vehicle to get on the plane==. I don't look for enjoyment at the airport.==

- There are some occasions where I will allow more time because it's like Christmas, and when I would get to JFK it was crazy town, so I know I need to allow more time around the holidays, but usually that time is spent standing in line, which I do not love.
- What are your most common difficulties or annoyances in airports?
  - I don't like standing in line, so if there's a long line for the check in process, because most times I check a bag, because I have a dog with me, so I'll check my luggage. I don't enjoy..I don't like whenever people, whenever there's a gate agent and it's getting to be right when the plane should be boarding, ==people start crowding up like the plane's going to leave without them, I hate that, that makes me stressed out== for some reason. We're all gonna get on and you have a seat. But I think that started when they started charging for checked bags, and people don't want to pay to check a bag so they bring everything with them.
- Are there other travel apps that you like to use when flying?
  - I don't use any travel apps while I'm flying, occasionally I'll use the hopper app to look at pricing - like what times of year are good, bad, expensive, less expensive to fly to certain places, but I wouldn't say it's while I'm traveling.
- What do they offer that the delta app doesn't?
  - Alterative airlines
- Is there anything you can think of that would make layovers easier or more enjoyable for you?
  - I'm sure that this is already offered in some form or another, for people that have lots of money, but if I were able to get off the plane and get into a car and have them bring me to the other plane, or if there were somebody right at the gate, standing there with a meal that I had preordered, and they walked me or drove me in a little golf cart to the next gate, that would be really enjoyable.
- Follow up questions about use of airport maps:
  - Honestly==, it took me a while, I never knew it was there==, and one time, I had some spare time and I was just playing around with the app, and I was like ohhh - there's this other thing at the bottom that happens to have airport maps and luggage requirements and what not==, I feel like it's in a bad spot in the app==, but since I found it, I know directly where to go to get it, but ==I can't==

, I guess they could improve it to make it more intuitive, if you can put in the gate you're landing in and the gate you're going to, we can tell you how long it will take to get there, I don't know that it does that, it's just like a picture. So that is something they could do to improve it - that's helpful for everyone on the plane. People who don't have the app, their only option is 'oh, there's a gate agent when you get off the plane with connection information', well great, that person's going to tell me where the gate is, but there's going to be a line probably

Basic Demographic Information:

- Name   Lauren
- Age   63
- Location   Naples, FL

General Travel Habits:

- How often do you fly in a typical year?

    I don't think there is a typical year...maybe a dozen times a year.

- How many of those flights might include a layover somewhere?

    i would say the majority - maybe 10 out of 12

- What's the longest layover you would typically sign up for?

    anything less than 2 hours

- What about the shortest?

    48 minutes

FlyDelta App:

- Do you use the delta app when you fly?

    always

- How do you use the app?

    I book everything with the app. I book everything with my phone. For me, it's easier on my phone than if I were to pull it up on my computer. I feel like there's

more things that distract me when i'm on my computer, where as on my phone it's like, book, here's the flights, pick one, here's what it costs, it's very black and white.

the only thing that is an issue with the app for me is that if you want to pay with your miles, you have to pick that at the beginning, because if you get to the end, you're already sucked into it, you can't switch over. At that point, it's like, do you start over?

I use the app to book, i use it to check my seats, i use it to check where my luggage is, ==if someone else is flying on delta, i use it for flight status==, and then i look at my point balance and miles balance and stuff like that.

- What are the most important features to you?

  probably just the ==ease of booking is the most important==. it has all my information stored, it's got everything I need.

- How do you use the app during layovers?

  if anything, ==it's only to check if they changed the gate if it's a longer layover==. if it's a shorter layover, obviously, you just run to the gate when you get there. I'll always double check to make sure my gate hasn't changed, and a lot of time in the airport, you can't hear when they make announcements, so I will check it on there.

Airport Habits / Needs / Motivations / Pain Points:

- What are your biggest concerns during layovers?

  not hearing where my gate is - that's probably the biggest one. Otherwise, I just people watch, and I pretty much pay attention. It's not a big concern as far as how much time I have. ==If it's really long, it's just boredom==.

  I usually transfer in Atlanta, so I know that airport well and have a good lay of the land there. If I'm in Europe, obviously, that's an issue in itself since it's usually a longer layover, and once you're flying back to the states, ==if you're not flying back to your home airport, then there's always a long layover because you have to get your bag and go back through customs and TSA== and all that kind of stuff. But again, it's usually, whether it's NY or Atlanta.

- How do you spend your time in the airport while waiting for a flight or in between flights?

  i usually just people watch. I mean, if it's a long layover I'll probably pull out my book, but for the most part, it's a fascinating place to watch people. As a woman, I'm looking at clothes and bags, and puppies - there's a lot to see, always!

- Is there anything you're always looking for in an airport? (Bathroom, customer service, specific food, etc)

I think probably, for anything, ==I'm looking for signage== - you want good signage. Where to go and where you're supposed to be, that's always the most important thing. depending on where you are and how long you're going to be there - is there someplace to eat nearby, is there a magazine store, is there a bathroom. ==If I walk all the way to my gate, how many gates back do I have to go to any of those things?==

- What do you enjoy about your time in airports?

  that it's completely out of my control. once i've checked my suitcase, nothing's up to me, i just have to show up where I'm supposed to for the gate, and that's it. if you fly you fly if you don't you don't, I can't do anything about it.
  It's like people are always saying 'are you excited you're going to wherever?' and i'm like, i'll be excited when I get to the airport, because, then, yes it becomes more real, but then it's just done, here's my suitcase and here's my boarding pass and ok. ==I can just let go and enjoy the experience==.

- What are your most common difficulties or annoyances in airports?

  ==people==. you know, when you're standing in line and everyone's waiting to board and people who are in the back of the plane are standing right in the front and you have to maneuver around people and stuff like that. I guess it's just like anything in life - what sometimes appears to be ==obliviousness in other people that there are other people==. Otherwise, the airport's pretty straight forward. Go get in line, check your bag, go through TSA, take your shoes off...it's a pretty straightforward thing.

- Are there other travel apps that you like to use when flying?

  The airlines that i fly most, i have the apps on my phone, and I have mobile pass.

- What do they offer that the delta app doesn't?

  well, i'm most familiar with the delta app, so it seems like it's the easiest for me. It depends on if I was stuck somewhere and I was trying to rebook, that's more difficult for me on the other apps. I'm sure they have features that are good, but I like the delta app.

- Is there anything you can think of that would make layovers easier or more enjoyable for you?

  I know a lot of people use the lounges, and I think people enjoy it. I know when i travel to Europe, I do go to the lounges and it's lovely, it's a nice change of pace and everything's right there for you and somehow you feel like it's...you feel like the bathrooms are a little cleaner, and obviously having food available is wonderful, you don't have to go looking for it, but - i also worry about not being at

my gate, so it's not as relaxing as it probably should be. If i know i'm going to be there for 3 hours or something, then fine, it's absolutely fine.

I think layover are just a part of traveling, and I think in a lot of cases, you pick your layover, you pick the length of time that you're going to be laid over just for your own comfort level or whatever your connecting flight is depending on what time you want to arrive to where you're going, so i think that in some cases, you're actually controlling how long you sit there.

as far as improving a layover experience, i'm not sure what else airports could do..or airlines or apps. ==I guess you could have a layover lounge==...for all you people that don't have a fancy credit card or status, here's a place you can sit for a while in between flights. The last time I flew to Europe, I had a very long layover, and you're bored because everyone is arriving at different times, and it takes a while for the gate to fill up and there's nothing to do, so if you could go someplace, and maybe there were televisions and a beverage stand that was just for the layover people, then that would be nice.

- Do you ever worry about finding your gate in time?
  Depends on...if it's tight, of course. I'm an early to the airport person, i know not everyone is. ==On layovers, you just have to be ready to run==, but that's the good thing about the app, you can just keep checking the app to make sure your gate hasn't changed as you're running towards it. It's not like the old days when you knew nothing.

Basic Demographic Information:

- Name   Hannah
- Age   37
- Location   Oakland, CA

General Travel Habits:

- How often do you fly in a typical year?

    10-12 times

- How many of those flights might include a layover somewhere?

    Maybe 25%

- What's the longest layover you would typically sign up for?

It depends on a lot of factors, usually I try to fly direct, but if I have to have a layover, I try to go for a short as possible without being stressful – maybe around an hour. That being said, ==if I'm going to have a long layover I want to make sure it's in an airport with a good lounge==. I also ==love a really long layover where I can leave the airport for the day==. It's like a bonus trip on the way to my destination.

- What about the shortest?

   Maybe 45 minutes, but that feels pretty stressful to me.

FlyDelta App:

- Do you use the delta app when you fly?

   Yes, definitely.

- How do you use the app?

   Mostly for day-of travel, check in and monitoring updates on my flight. I'll check seat selection and seat upgrades, flight details, travel time, things like that. If there's any questions I have or issues with my flight, it's the first place I would look. I'll also use it to check my status, miles, credits, vouchers, whatever else is in there about my account

- What are the most important features to you?

   This is basic, but just the boarding pass with flight details. And the accompanying notifications are good.

- How do you use the app during layovers?

   The same way I use it for my first flight, just checking boarding, departure gate, seats, etc. especially on short layover, I try to understand how long it will take to get to my next gate and figure out how to get there.

Airport Habits / Needs / Motivations / Pain Points:

- What are your biggest concerns during layovers?

   Getting to my next gate in time. that can be especially stressful if I have to go through security again, or it's an airport I'm not familiar with and I have to find my way or change terminals. Also, I think..this isn't actually stressful, but just wanting to make sure I get some time to move around and stretch out my body between flights and sitting for hours.

- How do you spend your time in the airport while waiting for a flight or in between flights?

  Depends on time. usually I don't have much time and I'll go straight to the gate, probably stopping at a bathroom or maybe to grab some food along the way, although usually my priority is to find my gate first and then go back to anything I need from there.

  If I have time, I might go to a restaurant or just hang out in the lounge. The lounge can be stressful in it's own way because you're less aware of time – you have to kind of keep yourself from getting too relaxed and losing track of time. If I have a lot of time, I love the chance to explore a new city for the day, and I'll sometimes try to time really long layover to maximize that.

- Is there anything you're always looking for in an airport? (Bathroom, customer service, specific food, etc)

  My gate…some relatively healthy food that I can grab and take with me…if I have time, the lounge.

- What do you enjoy about your time in airports?

  I think just the excitement of travel. I'm usually happy to be in the airport and excited for any trip. I definitely enjoy the lounge and will go early to take advantage of that – I've never been someone who wanted to go to the airport early before I started going to the lounge. It's always interesting people watching in airports. And I don't do it very often, but there's something wonderful for me about airport restaurants. <mark>If I have the time, the experience of sitting down to a full meal in the airport is always great for me.</mark>

- What are your most common difficulties or annoyances in airports?

  Security…lines…the extremely long walk through terminal 4 at JFK. <mark>If I can't board first and have to fight for overhead space on the plane</mark>. Crowds – some airports just aren't designed to accommodate the number of people moving through.

- Are there other travel apps that you like to use when flying?

  Mobile passport, if I'm flying a delta partner or internationally, I might use the skyteam app to access information about other airlines or lounge access. I might also use google offline maps if I'm traveling internationally or other apps travel related apps like Airbnb to track my other info.

- What do they offer that the delta app doesn't?

I haven't used it in a while but skyteam offers good information on international lounges, that's the main reason I have that. Mobile passport is just for clearing customs quickly.

- Is there anything you can think of that would make layovers easier or more enjoyable for you?
  - I think just a little ==more clarity==. If there was a way to know exactly how much time I needed to make my next flight, it would take the stress out of getting off the plane and feeling like you have to run. If I have 45 minutes to connect and I know it's only going to take me 10, I can relax, and I think conversely, if I have 45 minutes and I know it's going to take me 60, I can also kind of relax because I know it's out of my hands and I need to just get re-booked. ==I think it's better to know that sooner than later so I don't have false hope and an hour of extreme stress trying to do the impossible.==

Basic Demographic Information:

- Name   Casey
- Age   40
- Location   Brooklyn, NY

General Travel Habits:

- How often do you fly in a typical year?

  A lot – once or twice a month, Maybe 18 times per year on average?

- How many of those flights might include a layover somewhere?

  All of the international ones…maybe around half or so

- What's the longest layover you would typically sign up for?

  God…like 3 hours

- What about the shortest?

  1 hour

FlyDelta App:

- Do you use the delta app when you fly?

  yes

- How do you use the app?

  - I use it to for my boarding pass, to check in, <mark>I don't go to the counter, I just scan my pass everywhere</mark>. I use it to check the status of flights. I try and use it to look at rewards and I've definitely used it to look at my status, how many points I have, if I've used my medallion gifts, whatever they're called. And <mark>I have used it to look at airport maps to try and figure out where my flight's going to be</mark>

- What are the most important features to you?

  - I look at my recent skymiles activity to make sure it's showing up correctly and the my trips tab to make sure my trips are there. I select seats. I have used It to book, though I typically actually buy on the website. And then <mark>If I'm traveling internationally or I have t short layover, then I have looked for skyclubs, like search to see if an airport has one</mark>, and I have looked at airport maps. I think I have looked at what airplane I'm flying on. I mean..i've looked at everything on here, I've spent a lot of time. I never check a bag, so I don't use the bag thing.

- How do you use the app during layovers?

  - Mainly just to check my status of my next flight.

Airport Habits / Needs / Motivations / Pain Points:

- What are your biggest concerns during layovers?

  <mark>Where is the delta lounge? Where is my gate? Is my flight on time?</mark>

- How do you spend your time in the airport while waiting for a flight or in between flights?

  - I go to the lounge. If i have more time, I mean, you asked me what's the typical amount of time I sign up for..if I have a lot of time, I 'll often walk to where my gate is supposed to be just to know where it is and to get some exercise, then I'll go to the lounge and I'll work. I'll always eat there, I don't ever drink there, but I'll wait there and then go to my gate.

- Is there anything you're always looking for in an airport? (Bathroom, customer service, specific food, etc)

- The lounge. If I'm flying an airline that's not delta, then I want to know about the food. If I can't go to the lounge for some reason, then ==I would really like to know about the food options, I want to see a review, I want to know what the best ones are.==
- In the seoul airport, it's like mall after mall, and I wanted to see everything, there's that forest thing and then there's the spa that I wanted to go to.
- I mean, ==I wish that I understood when I'm going to have to go through security again or not – that's a constant question that's confusing about int airports – when am I going to have to go through security again? When am I going to have to throw out my water. It's never clear==. When I'm traveling in Europe or especially when I'm coming from Africa, I never know, ==I just have to go with the flow and see what happens.==

- What do you enjoy about your time in airports?

  I like it. There's limited stimulus, but they're big and open and you get to watch people. ==You have forced relaxing time.== ==You're just in between, you're not in real life==, it's like you just have an escape from normal life, plus the excitement of traveling and not knowing where you're going, but in an aiport, I always feel pretty safe. ==There's parts of the travel that are stressful, but once you're through the security, every airport in the world is kind of the same, so it's a safe familiar feeling.== It's stressful when you arrive at the airport, but great once you get through and have time before your flight.

- What are your most common difficulties or annoyances in airports?
  - What is the security situation going to be, ==how long is it going to take, what are the rules, you just never know, every airport is different==.
  - And then, sometimes it's confusing to know where you're going, like ==I have been to the AMS airport a dozen times at least, and I never know where I am==, that airport is a Russian nesting doll, there's layers on layers. Signage is very important and very consistently confusing. ==The Denver airport is bad – I followed signs and walked in a giant circle last time I was there.==
  - If you don't have the lounge, it's really hard to know where to get good food. You always think there's probably something good, but you just wind up picking what's close to you, ==there should be some way of getting recommendations or evaluating food across the airport==.
- Are there other travel apps that you like to use when flying?

I used to check expedia and travelzoo for booking / evaluating costs and options. I use flightaware to track flight status (website). Hertz app if I'm renting a car, hotel app if I have a hotel.

- What do they offer that the delta app doesn't?
- Is there anything you can think of that would make layovers easier or more enjoyable for you?

Just everything I've said already. <mark>Better information about what the security requirements are going to be at that particular airport</mark>. If you had better ideas about the food. I guess sometimes you need to go to an information desk, and so, knowing where the info desk is going to be like in shiphol, you always have to go to a station to get a little sticker that shows they checked your security when you're flying back to the US, <mark>there could just be better information about what security or secondary screening you're going to have to deal with</mark>. It would be cool if every airport had some kind of livestream to <mark>show how long wait times are currently</mark>. It would be great if there was some way of seeing that – like bruston telling us in PV that the lines and wait was so long and then we went early and there was no wait for us.

I guess another thing is like if you're in other airports with these weird lounges…I looked up if there was a lounge and there wasn't. I really only like it if it's free. Or I've been in sketchy foreign airports where I don't trust the food in the lounge.

Basic Demographic Information:

- Name   Jeff
- Age   39
- Location   Brooklyn, NY

General Travel Habits:

- How often do you fly in a typical year?
    15-20 times

- How many of those flights might include a layover somewhere?

  as few as possible - let's say 5.

- What's the longest layover you would typically sign up for?

  probably, i'd say for me, it's got to be 4 hours or less <mark>or i'll just stay the day in that city</mark>, or stay the night and go out. Especially if I can see friends and I know people there. I've done a layover in LA like that.

- What about the shortest?
  - 40 min

FlyDelta App:

- Do you use the delta app when you fly?
  - yep
- How do you use the app?
  - I am a big fan of the...well actually, <mark>now that they just notify me about the gate number, I don't even usually bother opening the app</mark> or if i'll check to see what gate I need to go to. I'll check the boarding time. <mark>Delta has that "today" section, where it's like, here's what you're doing today, which is super helpful</mark>. and then, I often times will move my seat around depending on where i'm sitting, try to find a seat where no one's sitting next to me. and the upgrade and standby lists.
- What are the most important features to you?
  - obviously, most importantly, being able to pull up the QR code for my ticket. their app used to not cache it very well, so you'd open the app and then like, it would take a minute for the code to show up again, so you'd get to the gate and be like 'oh, fuck'. so that's probably the most important, and then...i think the seat selection and standby pages are important, and then sometimes i <mark>use it to look up where a skyclub is, but I find that feature pretty shitty. The way it pulls open the airport maps aren't super helpful, i think they can just do a better job, like they can use GPS to say here's the nearest one to you, not just give me an entire map of the entire airport.</mark>
- How do you use the app during layovers?

pretty much the same, just where's my next gate, what time is boarding. That's all I ever look at. I guess the ==other thing I like is when you're landing, they'll text you 'here's where your next gate is'==.

oh the other thing i like about the delta app, even though i rarely check a bag is that it tells you, your bags on board, your bag is here.

Airport Habits / Needs / Motivations / Pain Points:

- What are your biggest concerns during layovers?
  - ==I want to know how long it's going to take me to get there, if i want to get food or there's a skyclub, where is that in proximity to the gate, what time is it going to take me to get there==. Also, some airports, like Atlanta, the skyclubs in some of the terminals are really shitty and other terminals they're like the flagship ones, and I want to know that, because ==if I have a lot of time, I'll go to the nicer one, but that's not always clear==, how nice or shitty the skyclub it. Some of them are real dumpy. That's probably it, just planning out how I'm going to spend the time. And then, you know, monitoring changes to the departure time.
  - The other thing that they've gotten better about is push notifications for when it's your boarding time. I hate getting to the gate early and standing there for like 20 minutes.
  - ==I kind of wish that they gave you like a 5 minute heads up or something==. Otherwise, you could get there at time, and it's like, oh yeah, we're fucking around for another 20 minutes.
- How do you spend your time in the airport while waiting for a flight or in between flights?
  - usually at the skyclub, drinking.
- Is there anything you're always looking for in an airport? (Bathroom, customer service, specific food, etc)
  - Skyclub…generally, that's it. The skyclub food is pretty good, but if i'm not going to eat anything else and the airport has a nicer restaurant, like...i'll go to a pf changs if they've got one.
- What do you enjoy about your time in airports?
  - Very little. honestly, I can't think of much, i try to reduce the time that i'm there to as little as possible. I hate everybody in an airport, they're just such fucking idiots and assholes.
  - Skyclub is probably the only thing i really like, but even that, the people can be so fucking annoying
- What are your most common difficulties or annoyances in airports?
  - The people. It's kind of gotten better, but the people who don't know to unload everything from their pockets, like they didn't know it was coming. Or, when you get to the end of security and the bins have to picked up and piled into

the return, except that no one ever does, so they're all empty, but the luggage can't come out. Like 'don't worry, I'll handle this for everybody'. That annoys me. The constancy of delta needing to check your passport at every possible occasion instead of just once. I think that's gotten slightly better. People who stand in the way of the moving walkway. It drives me nuts.

- Are there other travel apps that you like to use when flying?
    - No. company app, but don't really use it
- What do they offer that the delta app doesn't?
- Is there anything you can think of that would make layovers easier or more enjoyable for you?
    - I have yet to experience Delta taking me in a Porsche Panamera from one gate to another, I would like that. I've seen it happen. Never for me.
    - Maybe like some of those clubs, they have the <mark>spa stuff</mark>, but I've never done, but <mark>something more relaxing would be good</mark>. One time in thailand, this place right by the gate, they were doing foot massages that cost like $10, that was pretty amazing.