

INNOVATION ROAD MAP

Delta is enhancing the customer experience at each travel point — here are a few examples:

AT HOME

Get checked in automatically with the Fly Delta app



AT THE AIRPORT

Check bags quickly and securely with biometric-based self-service bag drop

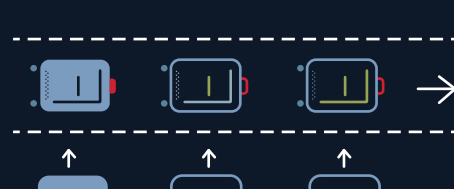


Breeze through security with CLEAR*

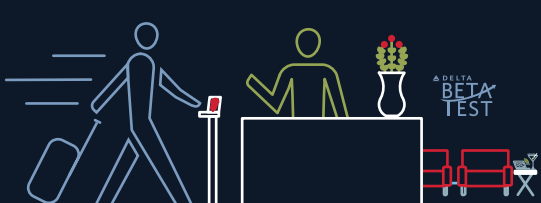


*Must have U.S. issued ID

Experience more efficient security lines with Automated Screening Lanes



Use biometrics to enter the Delta Sky Club



Track bags in real time with RFID push notifications



Video chat with the Reservation team using Delta Sky Assist



AT THE GATE

The gate of the future is taking shape at Delta and is designed to foster a more engaging environment for customers and agents, and a more efficient boarding process.

BOARDING PILLARS

E-GATES

NOMAD DEVICES

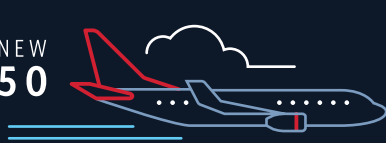
MOBILE AGENT PODS

Tap to board your flight with biometrics



ON BOARD

THE NEW A350



Experience the residential feel of the Delta One suite



Relax and recharge with premium amenity kits and noise-canceling headsets



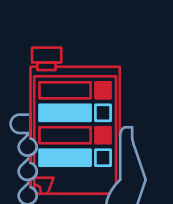
Eat chef-driven, seasonal meals with locally sourced ingredients



Enjoy free in-flight entertainment with Delta Studio



Receive personalized recognition by Delta Flight Attendants based on Medallion status, achieved milestones, recent flight interruptions and more



Stay connected with satellite Wi-Fi and free mobile messaging



Experience a smoother ride as pilots use Flight Weather Viewer technology



WHEN CONNECTING

Traverse airports with ease using integrated airport maps with wayfinding on the Fly Delta app



Catch an unexpected lift with Porsche to your next flight



AT YOUR DESTINATION

Earn extra miles with Lyft on your airport ride



DELTA
BETA
TEST

WORKING WITH YOU TO ELEVATE
THE DELTA EXPERIENCE.