

Civil Aviation Authority

Aviation Consumer Report

August 2018

Key findings

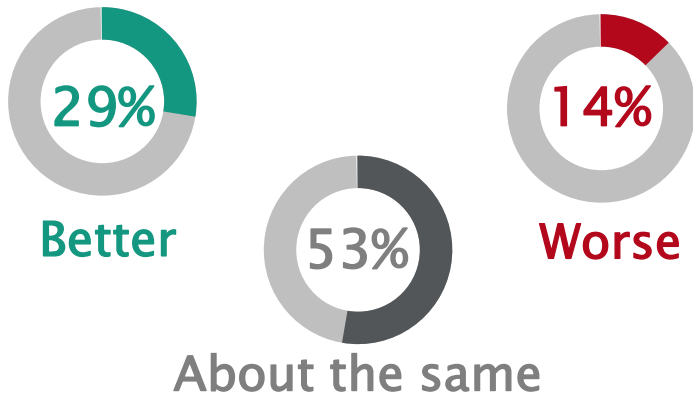


Satisfaction

Most people are satisfied with their experience of flying.

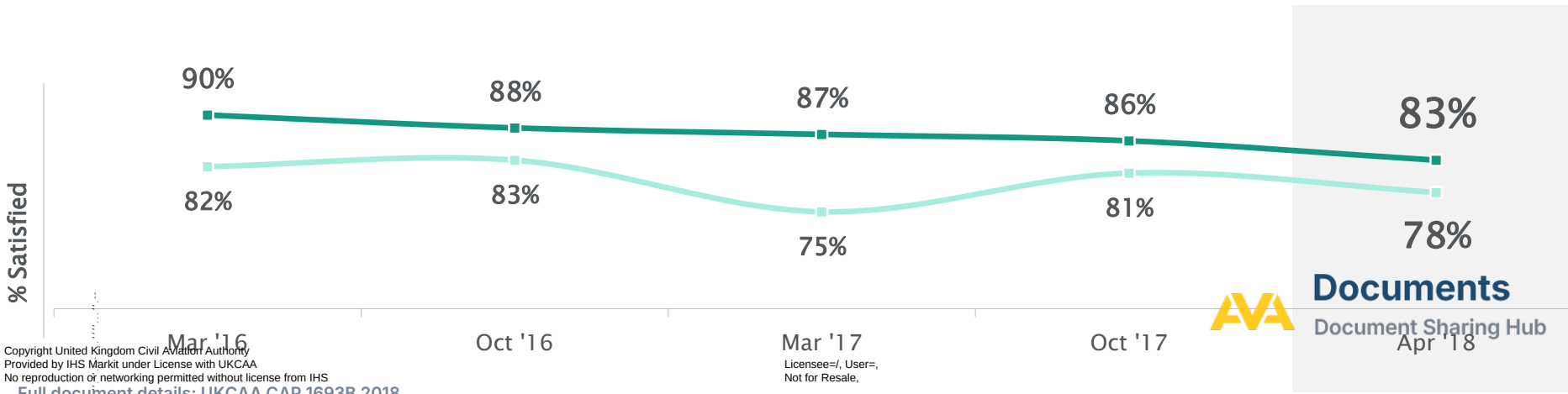
Passengers are twice as likely to say that flying is getting better than worse.

I was satisfied with the travel experience on my last flight



But satisfaction has slowly been declining, and is lower for those with disabilities...

—■ All those who have flown in the last 12 months
 —■ All those with a disability who have flown in the last 12 months



... there are also regional variations in satisfaction.

