

An aerial photograph of a city, likely London, showing a dense urban area with many buildings. A river, possibly the River Thames, flows through the city. A bridge is visible in the foreground on the left side of the image.

Civil Aviation Authority: UK Aviation Consumer Survey

Key Findings

Autumn 2018

Satisfaction: Overall

Most people are satisfied with their experience of flying.

I was satisfied with the overall travel experience on my last flight

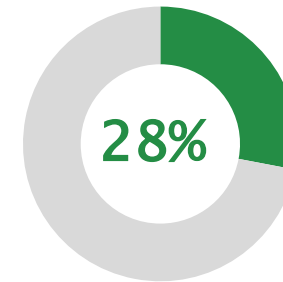


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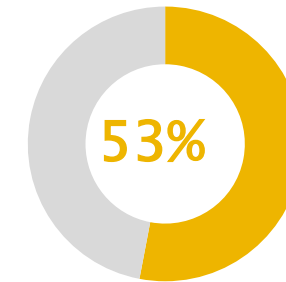


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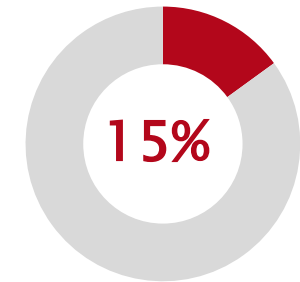
Passengers are almost twice as likely to say that flying is getting better than worse.



Getting better



About the same

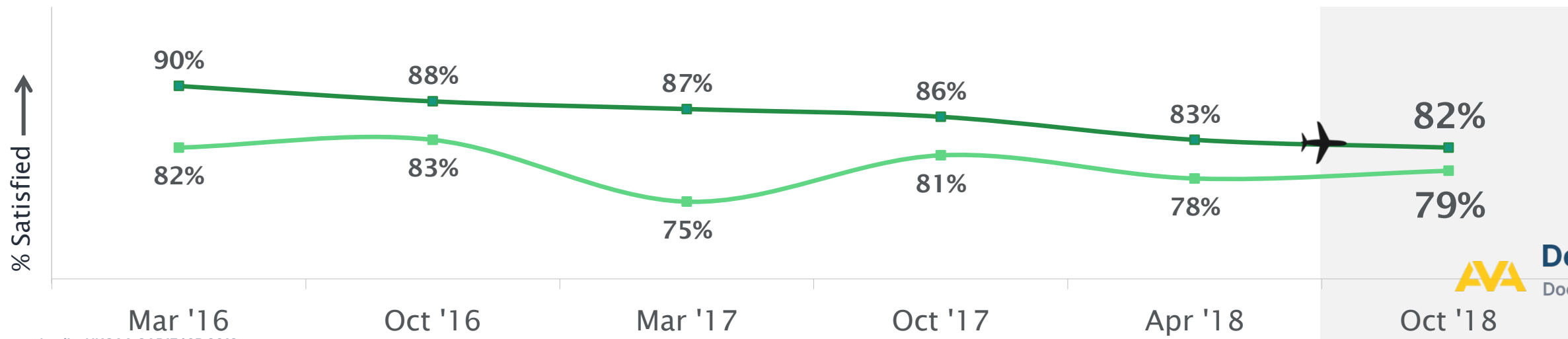


Getting worse

But satisfaction has slowly been declining, and remains 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



Satisfaction: Regional Breakdown

... there are also regional variations in satisfaction.



Region	% NET: Satisfaction
Northern Ireland	87%*
North West	86%
North East	86%*
East England	84%
East Midlands	84%
South West	84%
Wales	84%*
Yorkshire and Humber	83%
Scotland	82%
South East	81%
West Midlands	80%
London	76%