

Civil Aviation Authority: UK Aviation Consumer Survey

Key Findings

Spring 2019



Satisfaction: Overall

Most people are satisfied with their experience of flying.

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

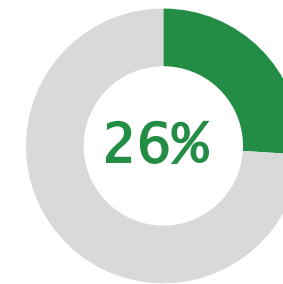


81%

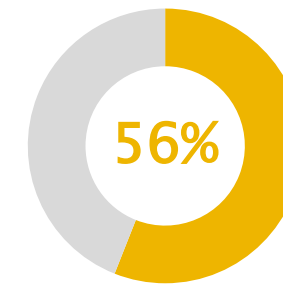


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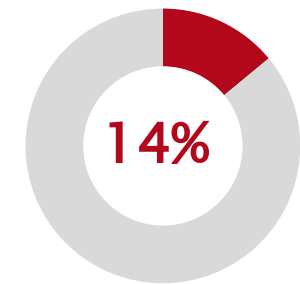
Passengers who have flown in the last 10 years are almost twice as likely to say that flying is getting better than worse.



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

