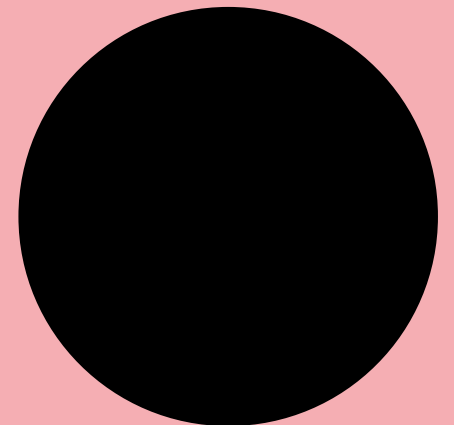
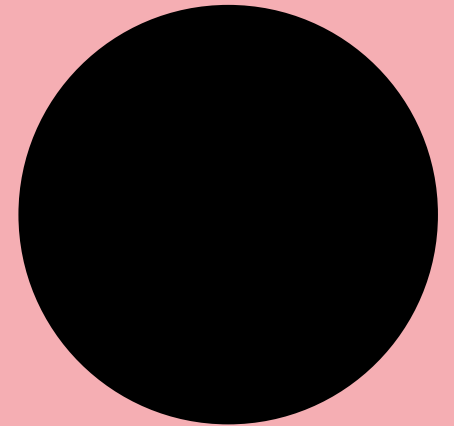

Civil Aviation Authority: UK Aviation Consumer Survey

Key Findings
Autumn 2019



Documents
Document Sharing Hub
Savanta:
ComRes

Overall passenger satisfaction

Satisfied with overall travel experience

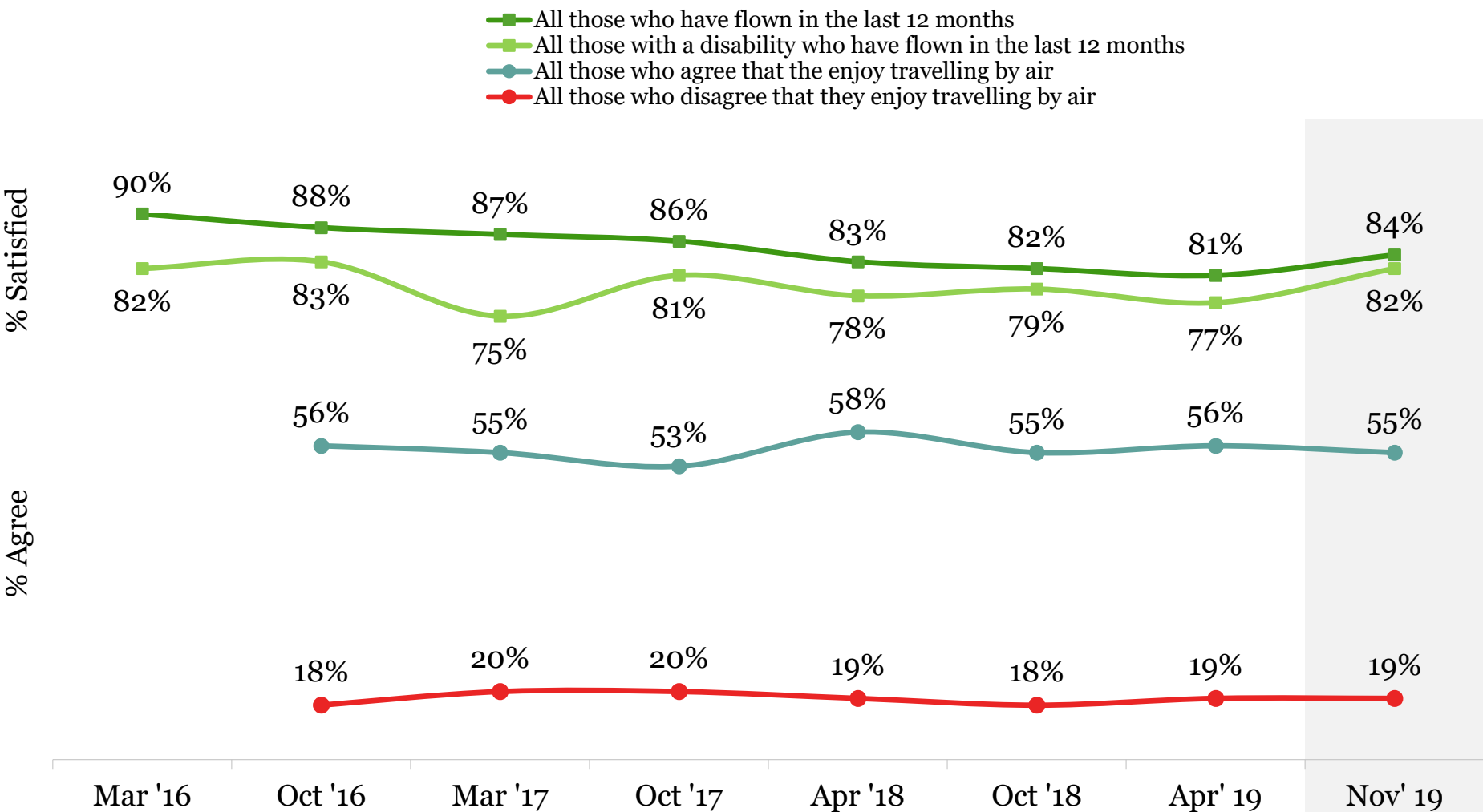
84% 

4% 

Enjoys travelling by air

55% 

19% 



Satisfaction as a passenger

Overall
satisfaction

84%



The airport
experience



The in-flight
experience



The post-flight
experience (UK
airport)

86%

Ease of
finding your
way
around the
airport



82%

Check-in
and bag
drop



75%

Shops, restaurants
and services
provided



77%

Waiting at
the
boarding
gate



79%

Journey
between the
boarding gate
and the plane



84%

Boarding
the plane



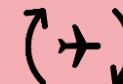
79%

The onboard
and in-flight
experience



74%

Any transfers
or
connections



81%

Passport
control /
immigration



78%

Baggage
collection



Handling of
any
complaints
made to the
airport or
airline

63%

