Table 12a

Overall experience of terminal passengers in 2018

	Gatwick %	Heathrow %	London City %	Luton %	Stansted %
Excellent	32.2	36.2	42.7	34.5	21.3
Good	58.8	52.7	43.8	48.3	59.4
Average	7.8	9.5	11.6	12.2	15.0
Poor	1.0	1.2	1.4	3.8	3.4
Extremely Poor	0.3	0.4	0.5	1.1	0.8
Total	100.0	100.0	100.0	100.0	100.0
Terminal Passengers (000's)	45,620	79,864	4,809	16,706	27,613

Table 12b

Overall experience of terminal passengers in 2018

	Birmingham %	East Midlands %	Manchester %
Excellent	26.1	-	23.2
Good	63.7	-	52.7
Average	8.5	-	18.9
Poor	1.1	-	4.0
Extremely Poor	0.6	-	1.3
Total	100.0	-	100.0
Terminal Passengers (000's)	12,337	4,830	27,596

Note: This question was not asked at East Midlands in 2018

Table 12c

Overall experience of terminal passengers in 2018

	Aberdeen %	Edinburgh %	Glasgow %	Inverness %
Excellent	26.5	35.1	28.9	12.7
Good	59.2	55.5	65.6	73.7
Average	12.6	7.7	4.8	13.4
Poor	1.3	1.3	0.6	0.1
Extremely Poor	0.4	0.5	0.1	0.1
Total	100.0	100.0	100.0	100.0
Terminal Passengers (000's)	2,665	14,194	9,580	889