

Table 12a

Passenger overall experience of airport 2017-2019

	Gatwick %			Heathrow %			London City %			Luton %			Southend %			Stansted %		
	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019
Excellent	32.7	32.2	37.7	37.0	36.2	41.7	42.3	42.7	43.7	27.8	34.5	40.8	-	-	46.9	22.4	21.3	29.3
Good	58.6	58.8	53.0	52.1	52.7	48.9	49.2	43.8	48.2	55.6	48.3	48.4	-	-	47.1	59.3	59.4	55.5
Average	7.5	7.8	7.9	9.1	9.5	7.8	7.1	11.6	6.6	12.6	12.2	8.7	-	-	4.7	14.5	15.0	12.4
Poor	1.0	1.0	1.1	1.4	1.2	1.2	1.1	1.4	1.4	3.0	3.8	1.5	-	-	0.6	3.0	3.4	2.4
Extremely Poor	0.2	0.3	0.3	0.5	0.4	0.4	0.3	0.5	0.2	1.0	1.1	0.6	-	-	0.7	0.8	0.8	0.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	-	-	100.0	100.0	100.0	100.0
Passengers (000's)	44,786	45,620	45,068	77,537	79,864	80,519	4,473	4,809	5,090	15,924	16,706	17,879	-	-	1,871	25,382	27,613	27,479

Table 12b

Passenger overall experience of airport 2017-2019

	Birmingham %			East Midlands %			Manchester %		
	2017	2018	2019	2017	2018	2019	2017	2018	2019
Excellent	24.4	26.1	32.5	-	-	-	25.0	23.2	26.2
Good	63.9	63.7	59.0	-	-	-	55.1	52.7	52.6
Average	9.7	8.5	7.0	-	-	-	15.9	18.9	16.8
Poor	1.4	1.1	1.0	-	-	-	3.0	4.0	3.5
Extremely Poor	0.5	0.6	0.4	-	-	-	0.9	1.3	0.9
Total	100.0	100.0	100.0	-	-	-	100.0	100.0	100.0
Passengers (000's)	12,652	12,337	11,991	-	-	-	26,570	27,596	26,780

Table 12c

Passenger overall experience of airport 2017-2019

	Belfast City %			Belfast International %			Bristol %			Cardiff %		
	2017	2018	2019	2017	2018	2019	2017	2018	2019	2017	2018	2019
Excellent	-	-	35.4	-	-	28.7	-	-	42.0	-	-	44.7
Good	-	-	52.8	-	-	54.3	-	-	51.1	-	-	48.0
Average	-	-	9.8	-	-	13.6	-	-	5.6	-	-	6.1
Poor	-	-	1.9	-	-	3.0	-	-	1.2	-	-	1.0
Extremely Poor	-	-	0.1	-	-	0.5	-	-	0.1	-	-	0.3
Total	-	-	100.0	-	-	100.0	-	-	100.0	-	-	100.0
Passengers (000's)	-	-	2,446	-	-	6,078	-	-	8,117	-	-	1,569

Note: This question wasn't asked at East Midlands airport. There were no surveys in 2017 and 2018 at Southend, Belfast City, Belfast International and Cardiff.