

Civil Aviation Authority

Aviation Consumer Report

August 2018

Key findings

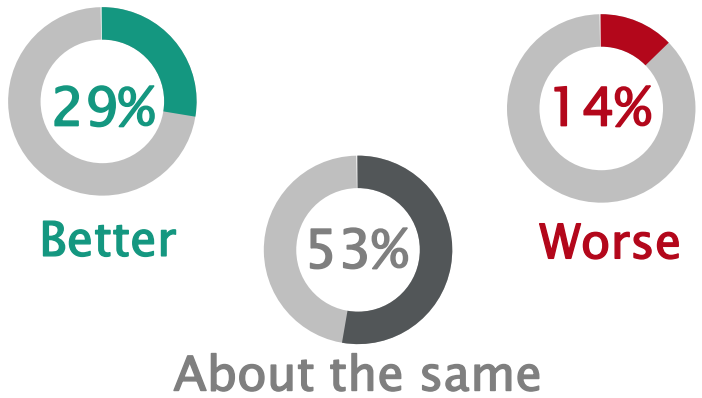


Satisfaction

Most people are satisfied with their experience of flying.

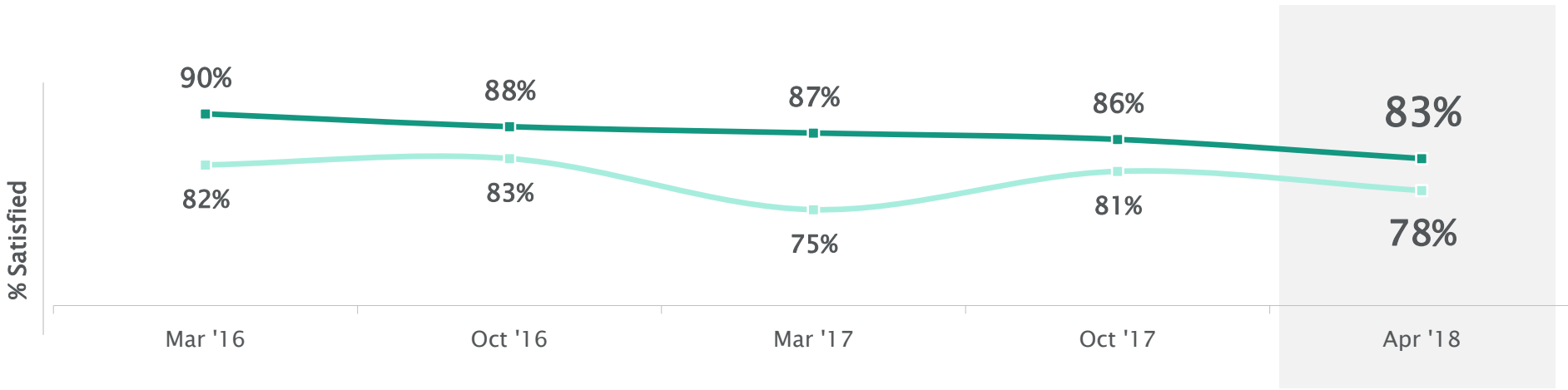
Passengers are twice as likely to say that flying is getting better than worse.

I was satisfied with the travel experience on my last flight

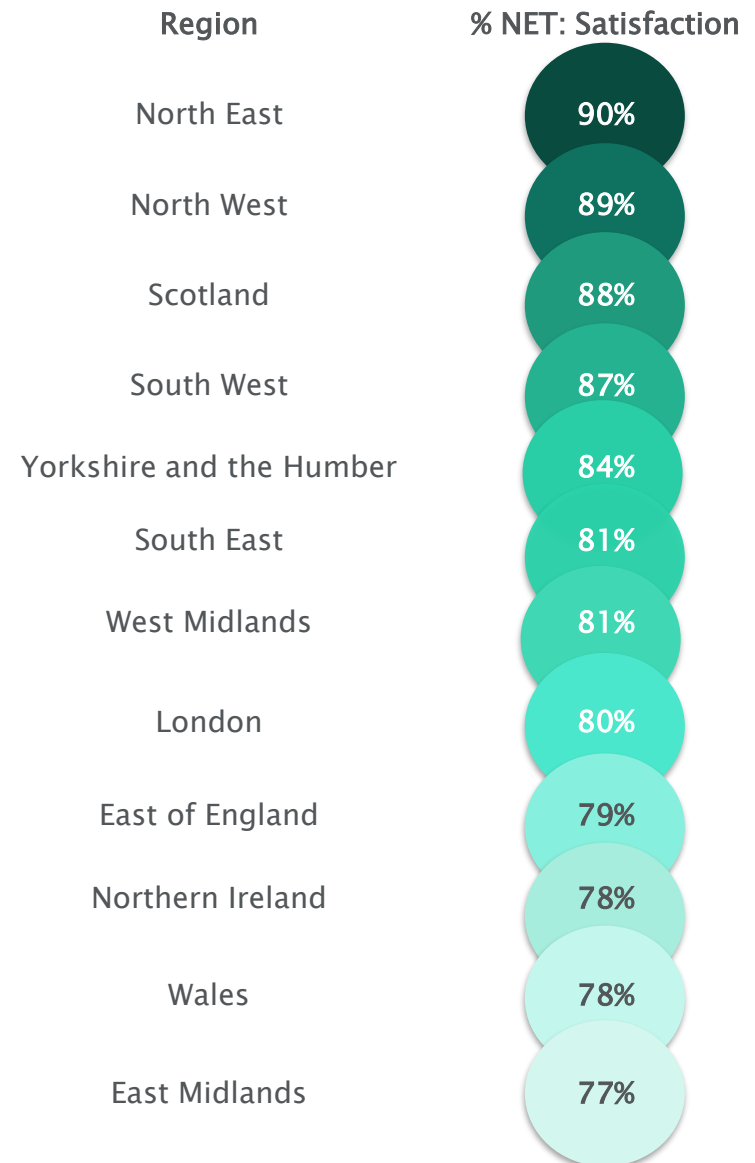
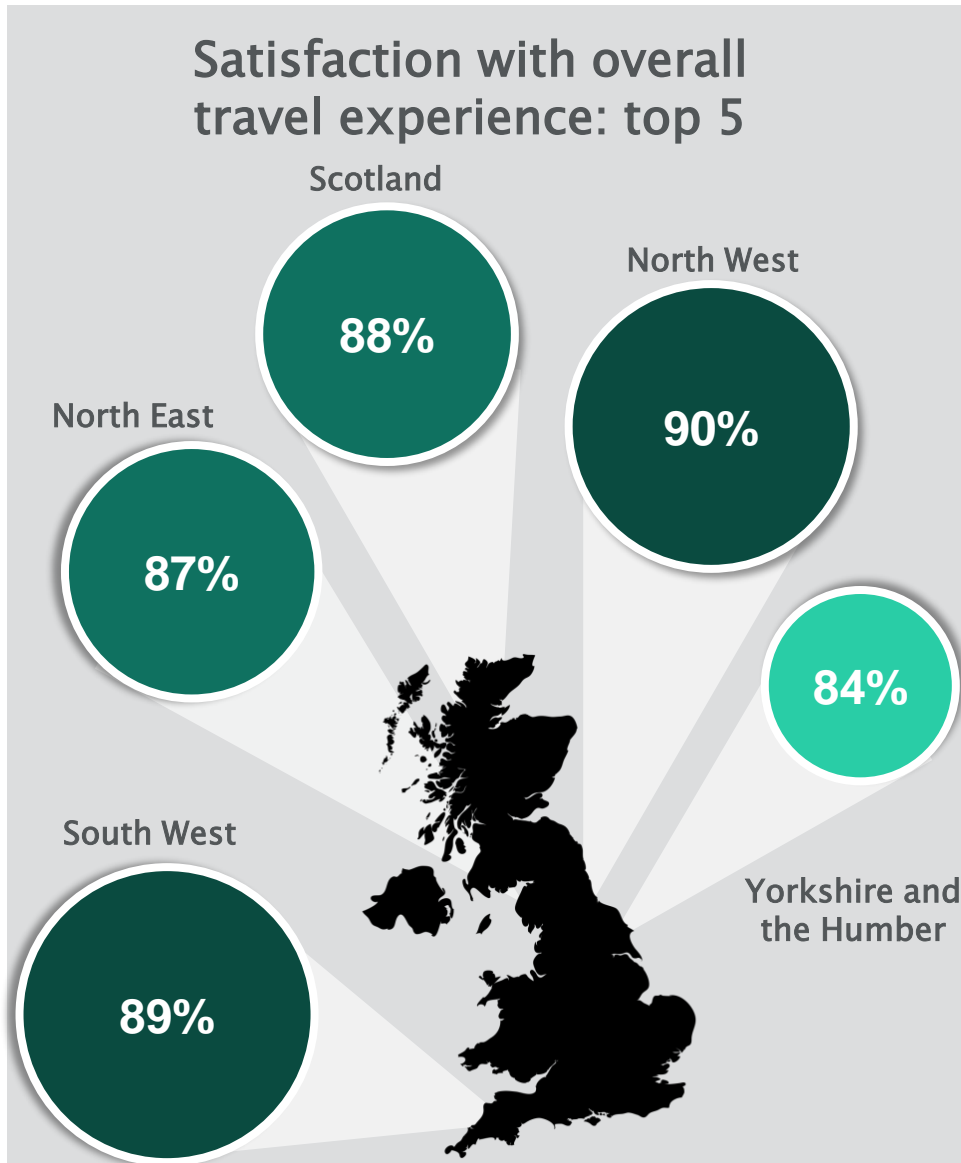


But satisfaction has slowly been declining, and is lower for those with disabilities...

— All those who have flown in the last 12 months — All those with a disability who have flown in the last 12 months

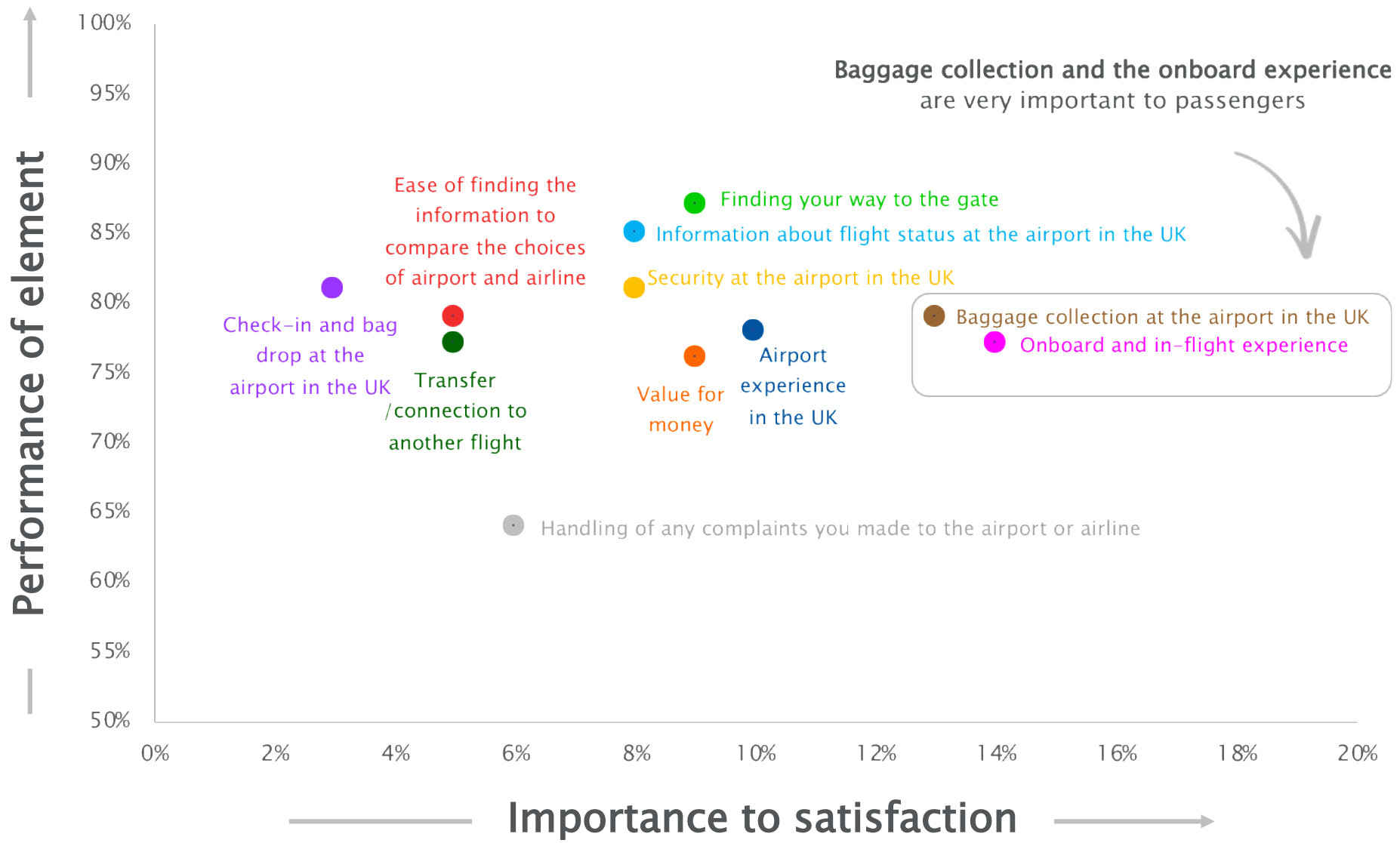


... there are also regional variations in satisfaction.



What influences satisfaction?

The biggest driver of consumer satisfaction is the in-flight experience.



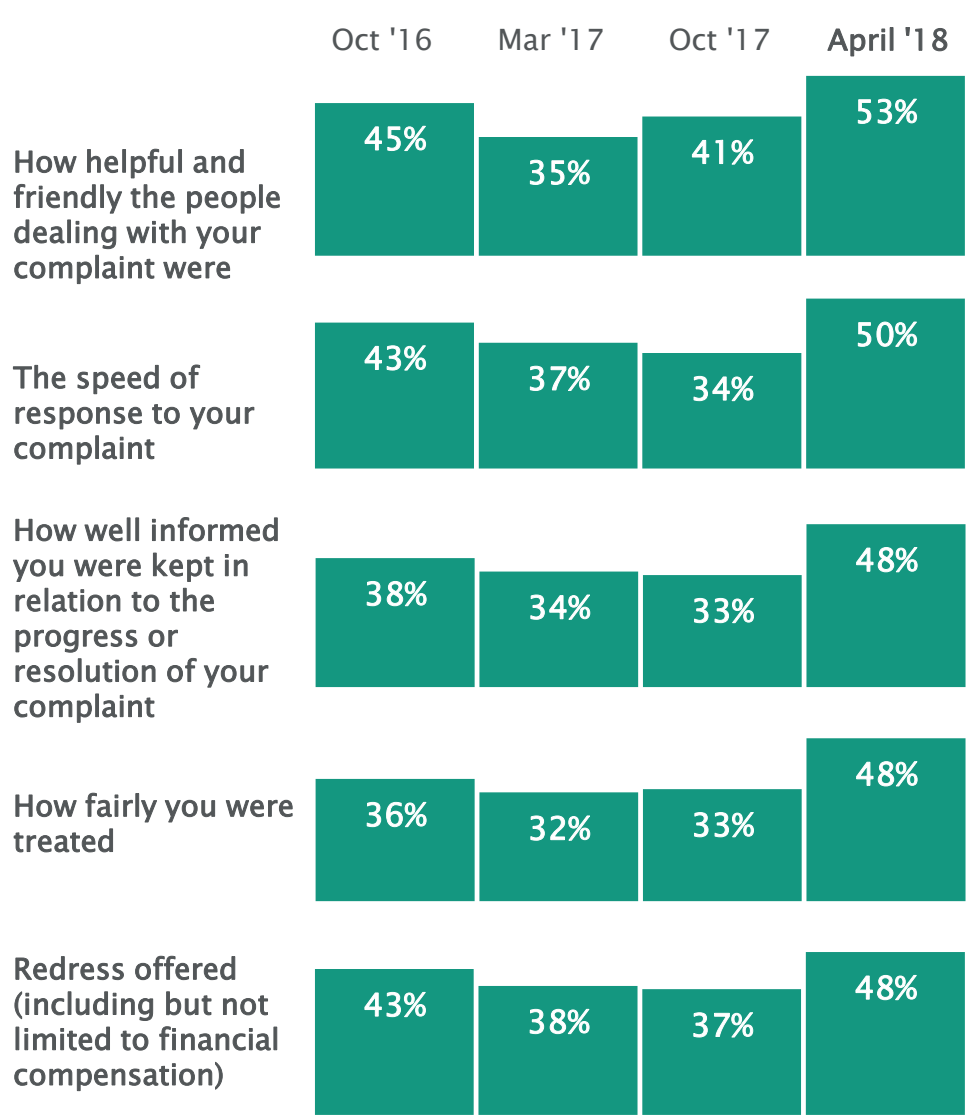
Handling of complaints and common issues

Consumers are unhappy with how common issues are handled.



But there are some signs of recent improvement:

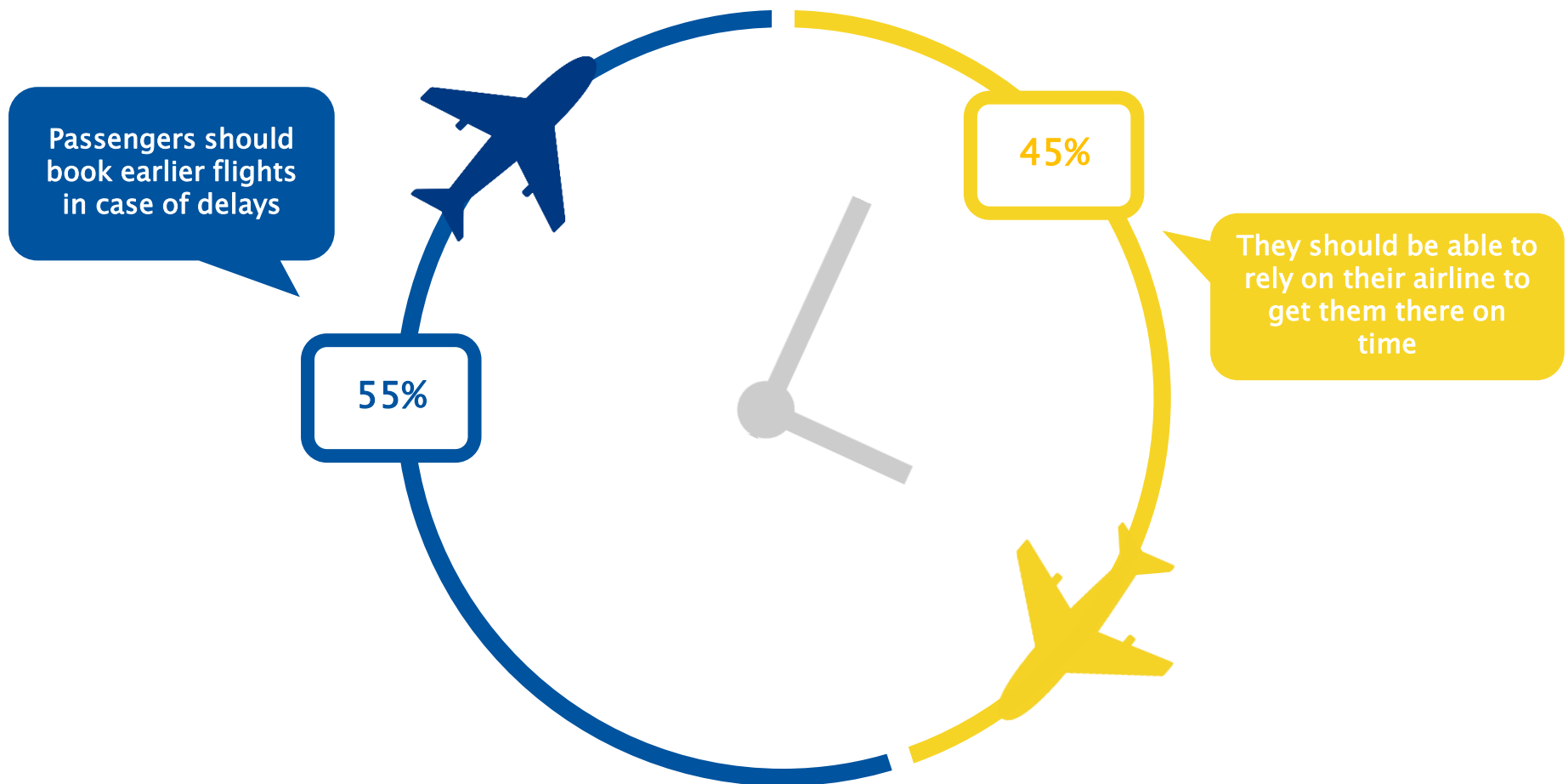
I was satisfied with how this issue was handled I was dissatisfied with how this issue was handled



Protection and responsibility

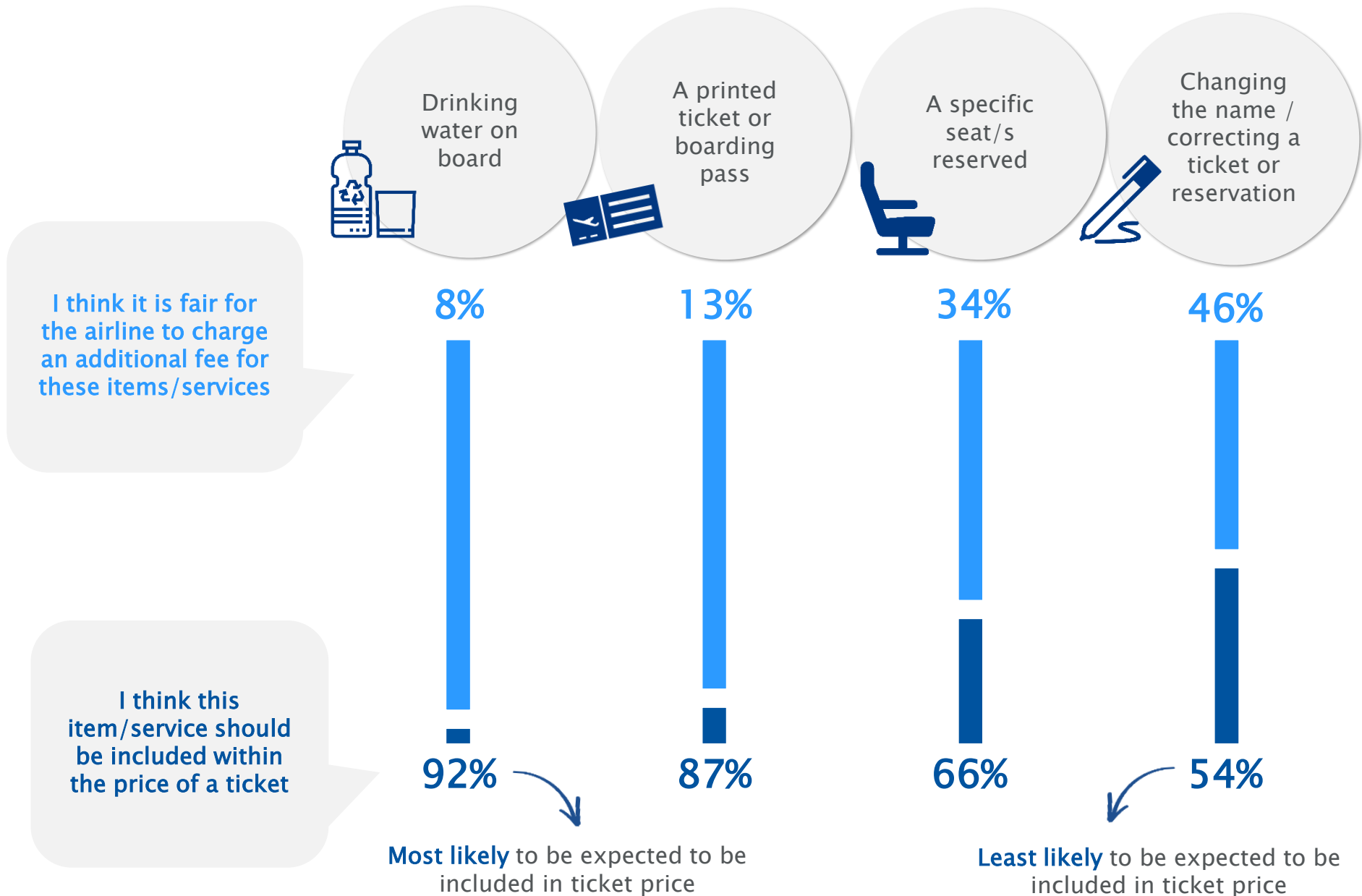
Most people believe that, given possible delays, it's passengers' responsibility to make sure they get to their destination on time...

But a significant minority disagree, believing instead that they should be able to rely on flights being on time.

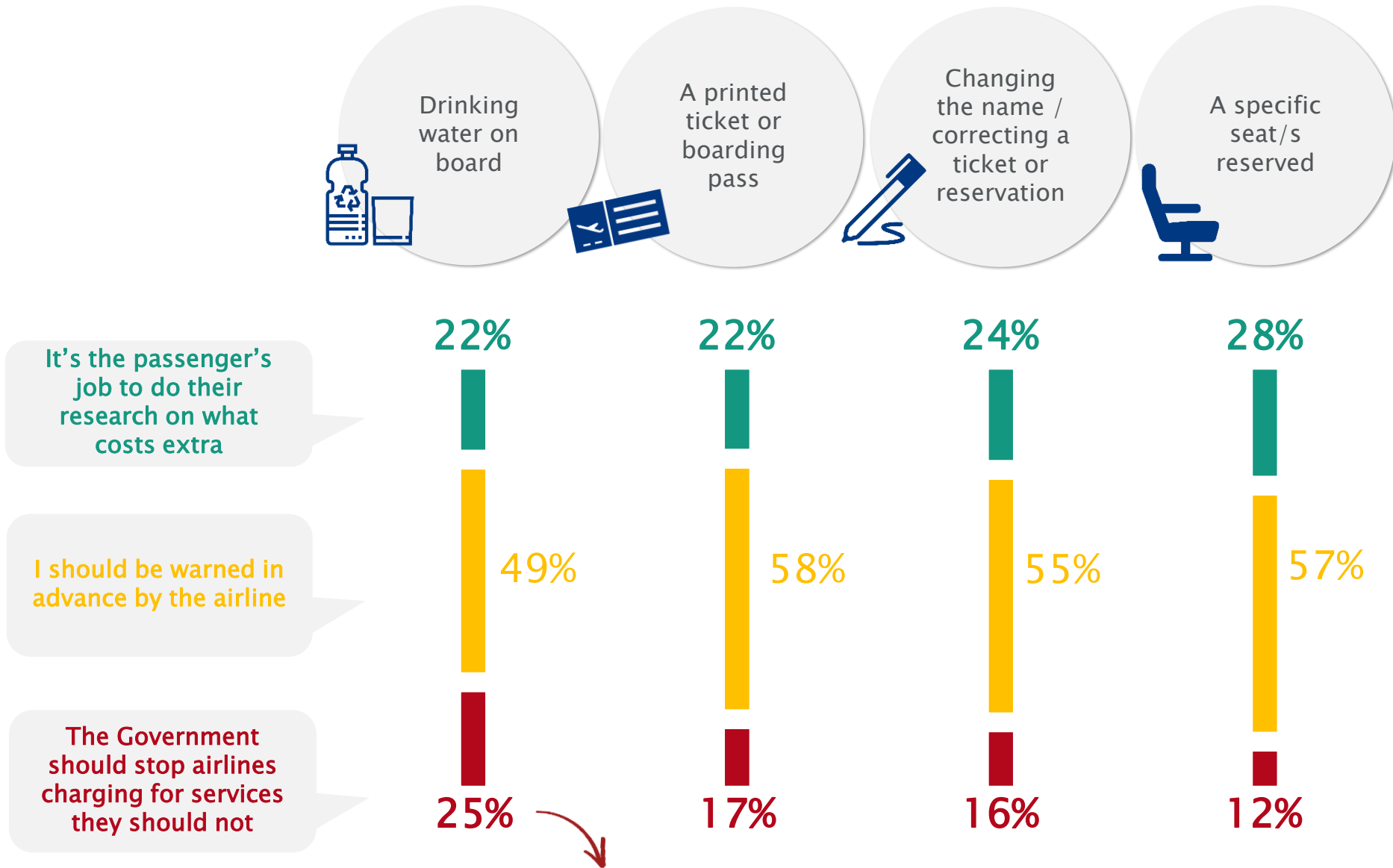


Protection and responsibility

People generally oppose airlines charging extra for common services or items.



Where airlines do charge extra, most people would like to be told in advance



There is **appetite for government intervention** around charging for certain items