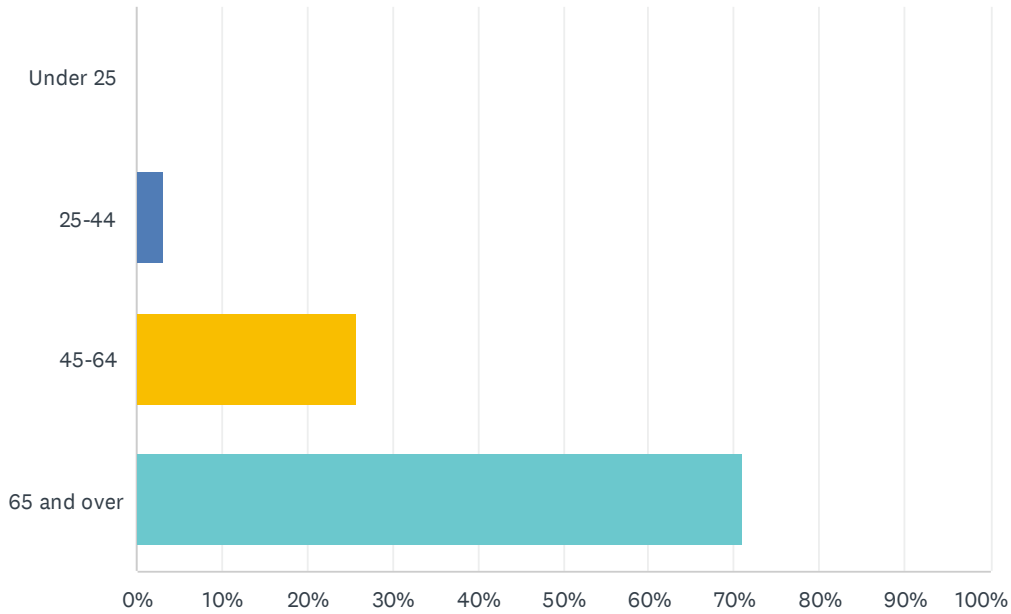


Q1 How old were you when you travelled?

Answered: 31 Skipped: 0

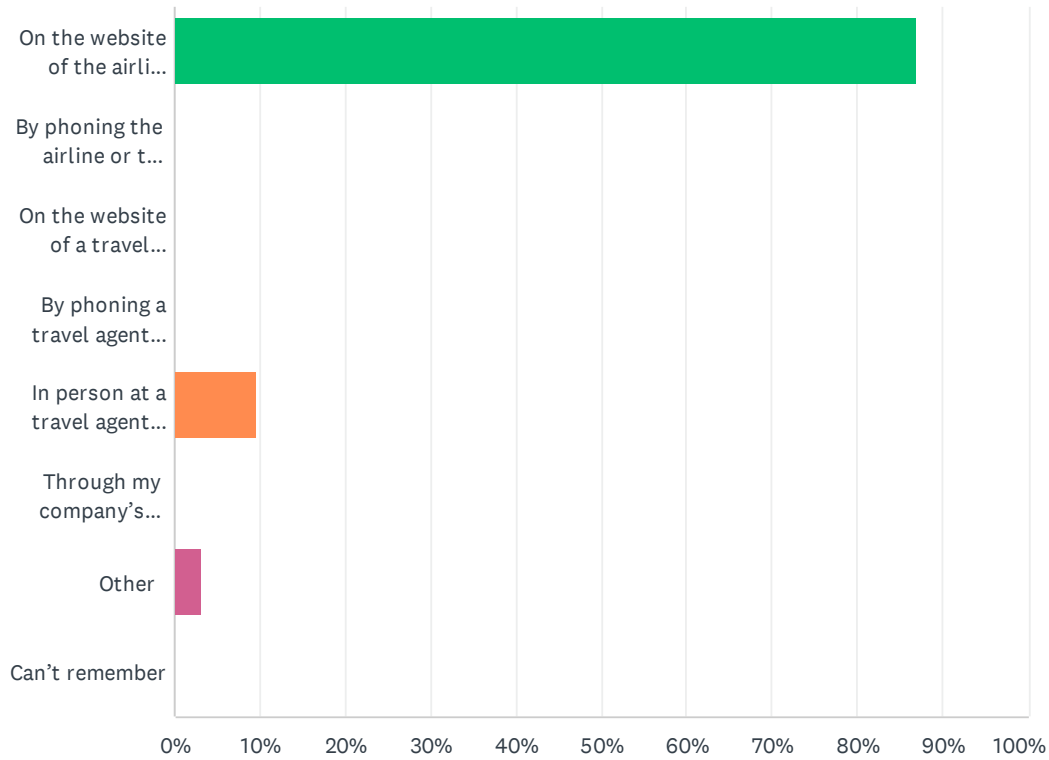


ANSWER CHOICES	RESPONSES
Under 25 (1)	0.00% 0
25-44 (2)	3.23% 1
45-64 (3)	25.81% 8
65 and over (4)	70.97% 22
TOTAL	31

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
2.00	4.00	4.00	3.68	0.53

Q2 How did you book your flight?

Answered: 31 Skipped: 0

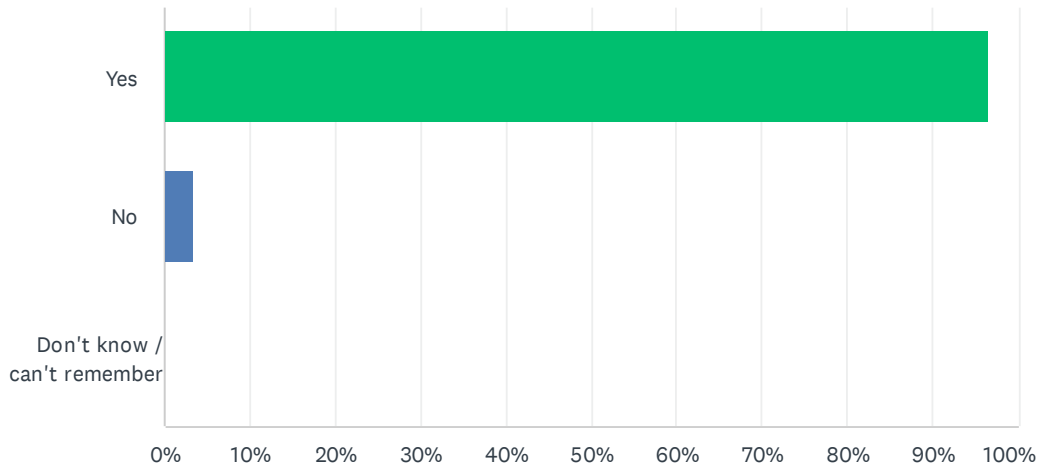


ANSWER CHOICES	RESPONSES	
On the website of the airline or tour operator (1)	87.10%	27
By phoning the airline or tour operator (2)	0.00%	0
On the website of a travel agent or price comparison service (3)	0.00%	0
By phoning a travel agent or flight comparison service (4)	0.00%	0
In person at a travel agent shop (5)	9.68%	3
Through my company's travel agent or department (6)	0.00%	0
Other (7)	3.23%	1
Can't remember (8)	0.00%	0
TOTAL		31

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	7.00	1.00	1.58	1.54

Q3 Did you pre-book the airport assistance more than 48 hours before you arrived at the airport? (Note this is usually done at the time the flight is booked, either through the travel agent, tour operator or airline. More than 48 hours is the time required to guarantee the service).

Answered: 30 Skipped: 1

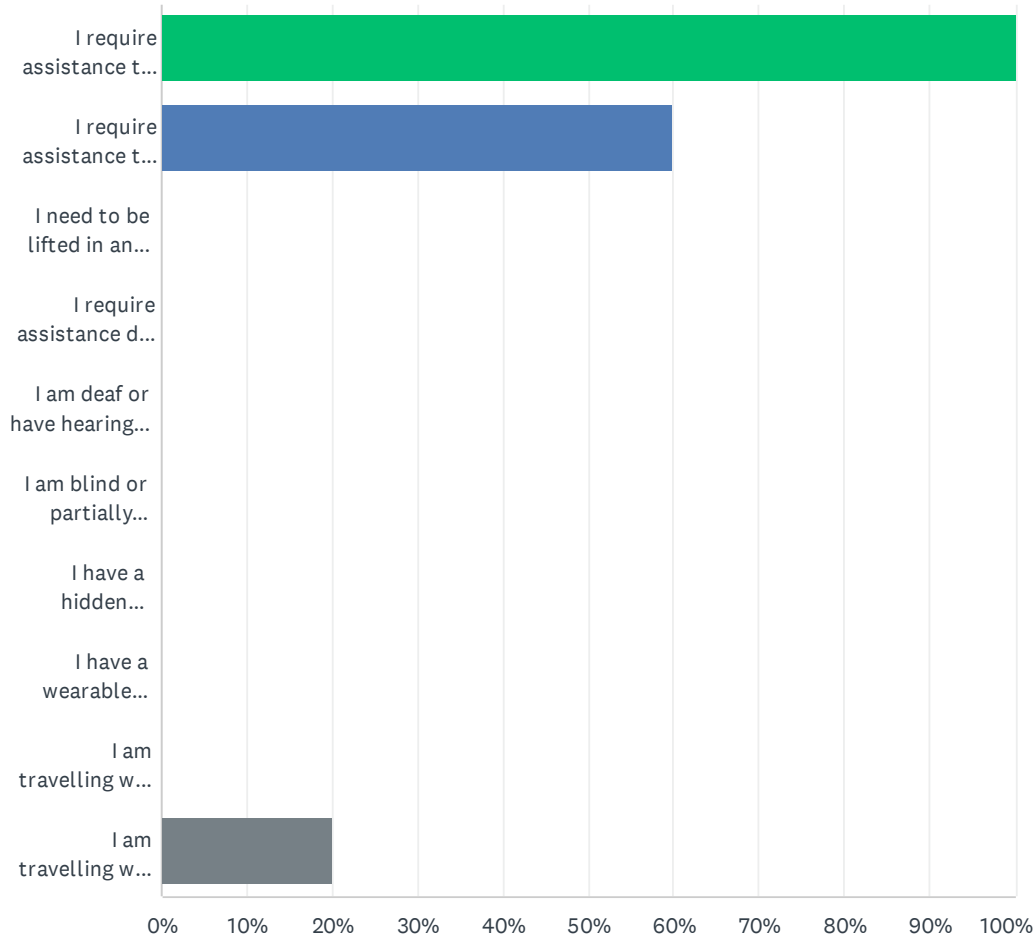


ANSWER CHOICES	RESPONSES	
Yes (1)	96.67%	29
No (2)	3.33%	1
Don't know / can't remember (3)	0.00%	0
TOTAL		30

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	1.00	1.03	0.18

Q4 Regarding the assistance you required at the airport, which of the following applies? (tick all that apply)

Answered: 5 Skipped: 26



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

ANSWER CHOICES	RESPONSES	
I require assistance to walk for longer distances (1)	100.00%	5
I require assistance to use aircraft steps (2)	60.00%	3
I need to be lifted in and out of an aircraft seat and/ or wheelchair (3)	0.00%	0
I require assistance down the aisle of the plane to get to my seat (4)	0.00%	0
I am deaf or have hearing loss (5)	0.00%	0
I am blind or partially sighted (6)	0.00%	0
I have a hidden disability such as autism or dementia (7)	0.00%	0
I have a wearable medical device such as a stoma, insulin pump/ monitor (8)	0.00%	0
I am travelling with my own electric wheelchair or scooter (9)	0.00%	0
I am travelling with my own manual wheelchair or mobility aid (10)	20.00%	1
Total Respondents: 5		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	10.00	1.00	2.33	2.75

Q5 Other:

Answered: 2 Skipped: 29

#	RESPONSES	DATE
1	Assistance was actually for my Stepmother, with whom I travelled. I booked the flights and assistance	9/17/2023 4:20 PM
2	I have a balance issue so unable to stand or queue	9/16/2023 9:51 AM

CAA passenger survey on quality of assistance provided to disabled and less mobile passengers



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

ANSWER CHOICES	RESPONSES	
Aberdeen	0.00%	0
Belfast City (George Best)	0.00%	0
Belfast International	0.00%	0
Birmingham	0.00%	0
Bournemouth	0.00%	0
Bristol	0.00%	0
Cardiff	0.00%	0
Dery	0.00%	0
Doncaster Sheffield	0.00%	0
East Midlands International	0.00%	0
Edinburgh	0.00%	0
Exeter	0.00%	0
Glasgow	0.00%	0
Humberside	0.00%	0
Inverness	0.00%	0
Kirkwall	0.00%	0
Leeds Bradford	0.00%	0
Liverpool (John Lennon)	0.00%	0
London City	0.00%	0
London Gatwick	0.00%	0
London Heathrow	0.00%	0
London Luton	0.00%	0
London Stansted	0.00%	0
London Southend	100.00%	31
Manchester	0.00%	0
Newcastle	0.00%	0
Newquay	0.00%	0
Norwich	0.00%	0
Prestwick	0.00%	0
Southampton	0.00%	0
Sumburgh	0.00%	0
Other UK Airport	0.00%	0

CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

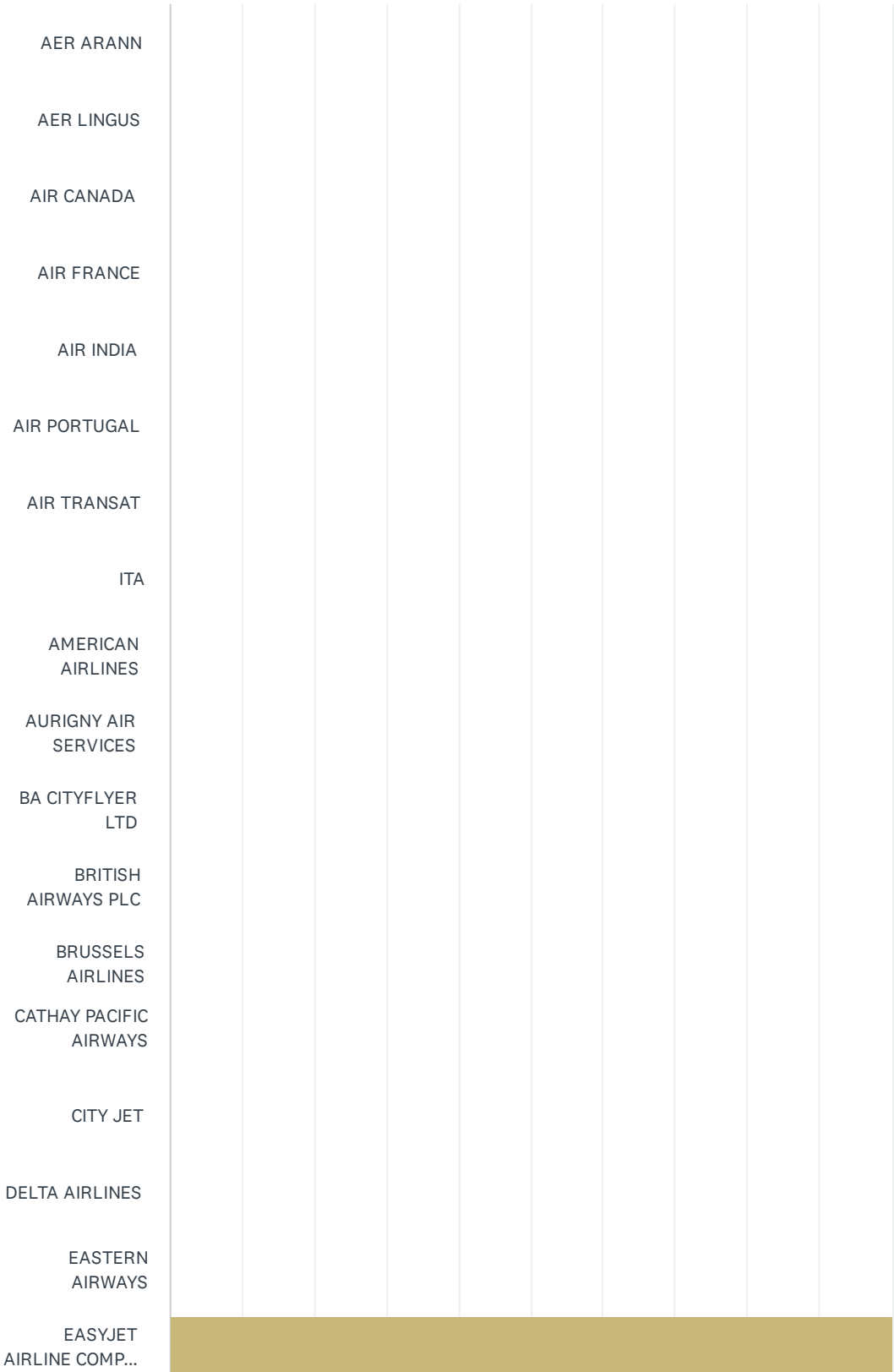
Teesside International Airport	0.00%	0
TOTAL		31

BASIC STATISTICS

Minimum	Maximum	Median	Mean	Standard Deviation
24.00	24.00	24.00	24.00	0.00

Q15 Which airline did you fly with? (If your airline is not in the list below, please select one of the 'Other' options)

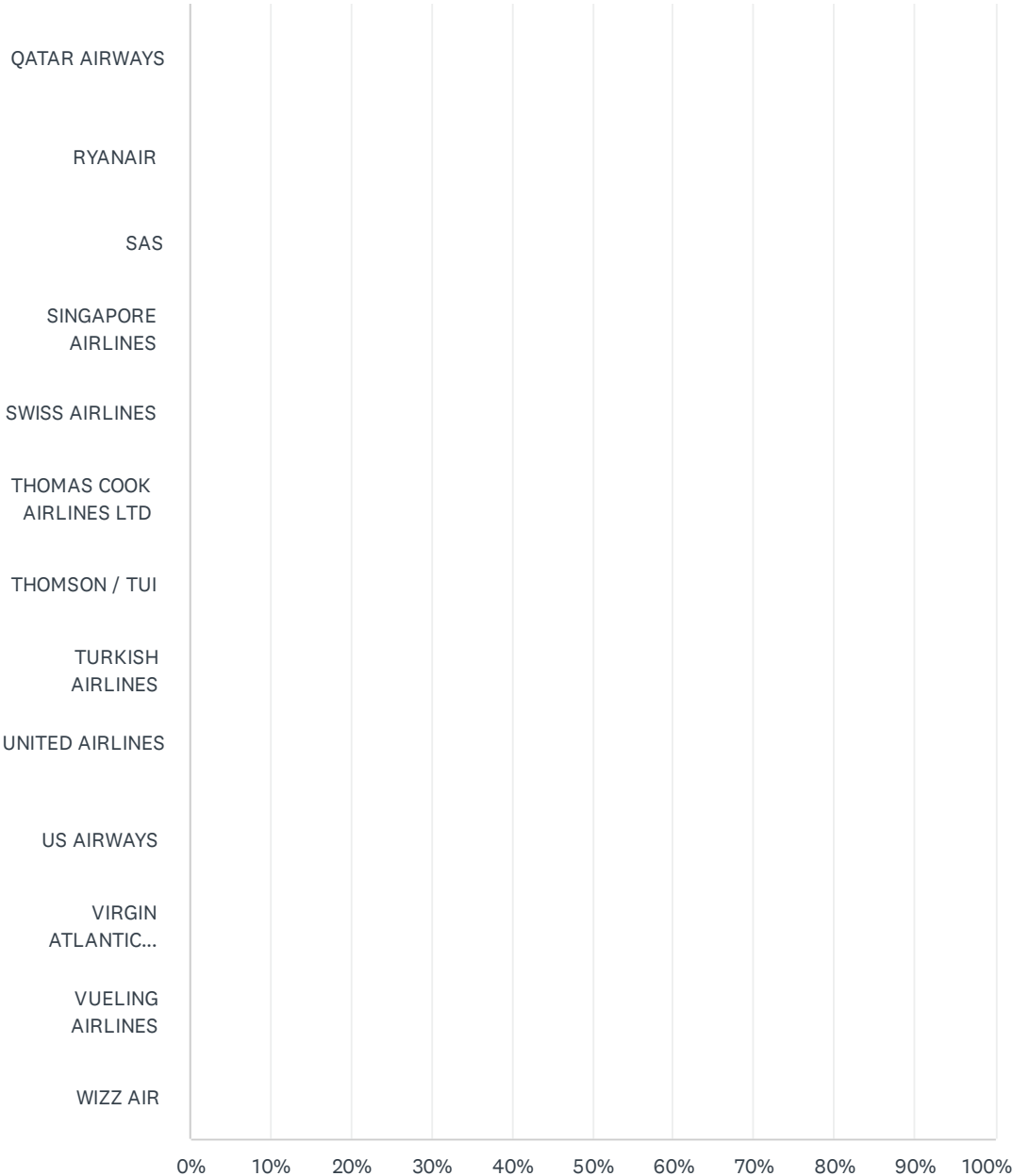
Answered: 5 Skipped: 26



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

EASYJET SWITZERLAND									
EMIRATES									
ETIHAD AIRWAYS									
FINNAIR									
GERMANWINGS									
IBERIA									
JET AIRWAYS									
JET2.COM LTD									
KLM									
KLM CITYHOPPER									
LOGANAIR									
LUFTHANSA									
LUFTHANSA CITY LINE									
MALAYSIAN AIRLINES SYS...									
MONARCH AIRLINES									
NORWEGIAN AIR SHUTTLE									
Other EU Airline									
Other non-EU Airline									
Other UK Airline									
PAKISTAN INTL AIRLINES									
QANTAS									

CAA passenger survey on quality of assistance provided to disabled and less mobile passengers



CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

ANSWER CHOICES	RESPONSES	
AER ARANN	0.00%	0
AER LINGUS	0.00%	0
AIR CANADA	0.00%	0
AIR FRANCE	0.00%	0
AIR INDIA	0.00%	0
AIR PORTUGAL	0.00%	0
AIR TRANSAT	0.00%	0
ITA	0.00%	0
AMERICAN AIRLINES	0.00%	0
AURIGNY AIR SERVICES	0.00%	0
BA CITYFLYER LTD	0.00%	0
BRITISH AIRWAYS PLC	0.00%	0
BRUSSELS AIRLINES	0.00%	0
CATHAY PACIFIC AIRWAYS	0.00%	0
CITY JET	0.00%	0
DELTA AIRLINES	0.00%	0
EASTERN AIRWAYS	0.00%	0
EASYJET AIRLINE COMPANY LTD	100.00%	5
EASYJET SWITZERLAND	0.00%	0
EMIRATES	0.00%	0
ETIHAD AIRWAYS	0.00%	0
FINNAIR	0.00%	0
GERMANWINGS	0.00%	0
IBERIA	0.00%	0
JET AIRWAYS	0.00%	0
JET2.COM LTD	0.00%	0
KLM	0.00%	0
KLM CITYHOPPER	0.00%	0
LOGANAIR	0.00%	0
LUFTHANSA	0.00%	0
LUFTHANSA CITY LINE	0.00%	0
MALYSIAN AIRLINES SYSTEM - MAS	0.00%	0

CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

MONARCH AIRLINES	0.00%	0
NORWEGIAN AIR SHUTTLE	0.00%	0
Other EU Airline	0.00%	0
Other non-EU Airline	0.00%	0
Other UK Airline	0.00%	0
PAKISTAN INTL AIRLINES	0.00%	0
QANTAS	0.00%	0
QATAR AIRWAYS	0.00%	0
RYANAIR	0.00%	0
SAS	0.00%	0
SINGAPORE AIRLINES	0.00%	0
SWISS AIRLINES	0.00%	0
THOMAS COOK AIRLINES LTD	0.00%	0
THOMSON / TUI	0.00%	0
TURKISH AIRLINES	0.00%	0
UNITED AIRLINES	0.00%	0
US AIRWAYS	0.00%	0
VIRGIN ATLANTIC AIRWAYS LTD	0.00%	0
VUELING AIRLINES	0.00%	0
WIZZ AIR	0.00%	0
TOTAL		5

BASIC STATISTICS

Minimum 18.00	Maximum 18.00	Median 18.00	Mean 18.00	Standard Deviation 0.00
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Q16 What was the date of travel for your inbound (return) flight?

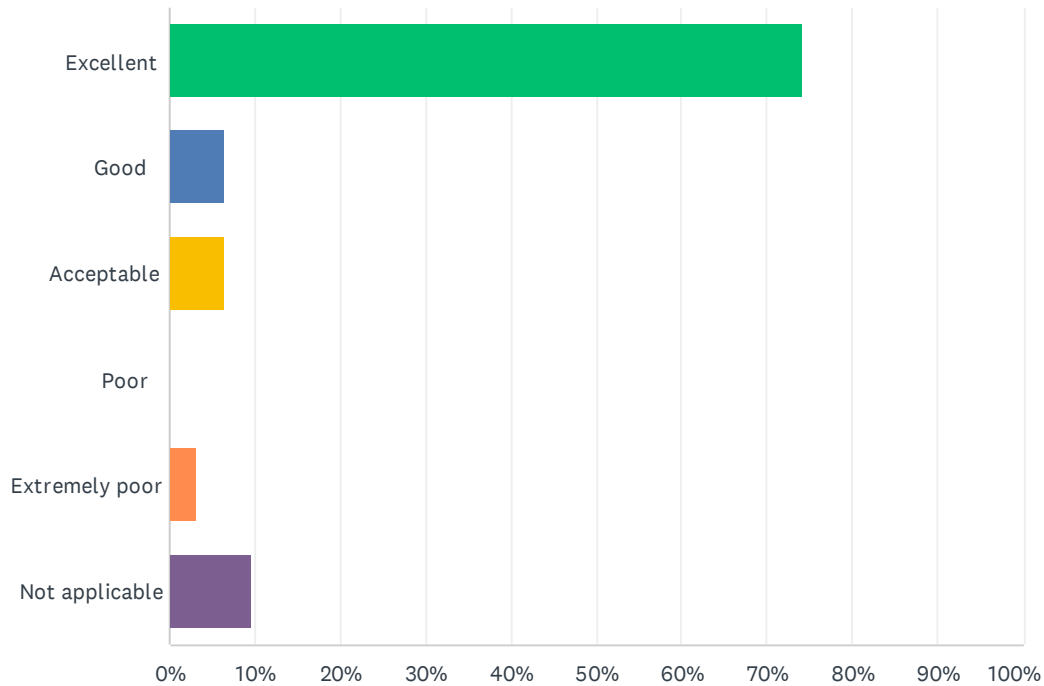
Answered: 5 Skipped: 26

ANSWER CHOICES		RESPONSES
Date		100.00% 5

#	DATE	DATE
1	23/09/2023	9/24/2023 9:49 AM
2	13/09/2023	9/17/2023 4:25 PM
3	13/09/2023	9/16/2023 9:54 AM
4	14/09/2023	9/16/2023 3:52 AM
5	25/08/2023	8/29/2023 9:06 AM

Q17 Please rate the quality of the assistance that was provided to you to help you move from your seat, retrieve your cabin baggage (if required) and disembark the aircraft

Answered: 31 Skipped: 0

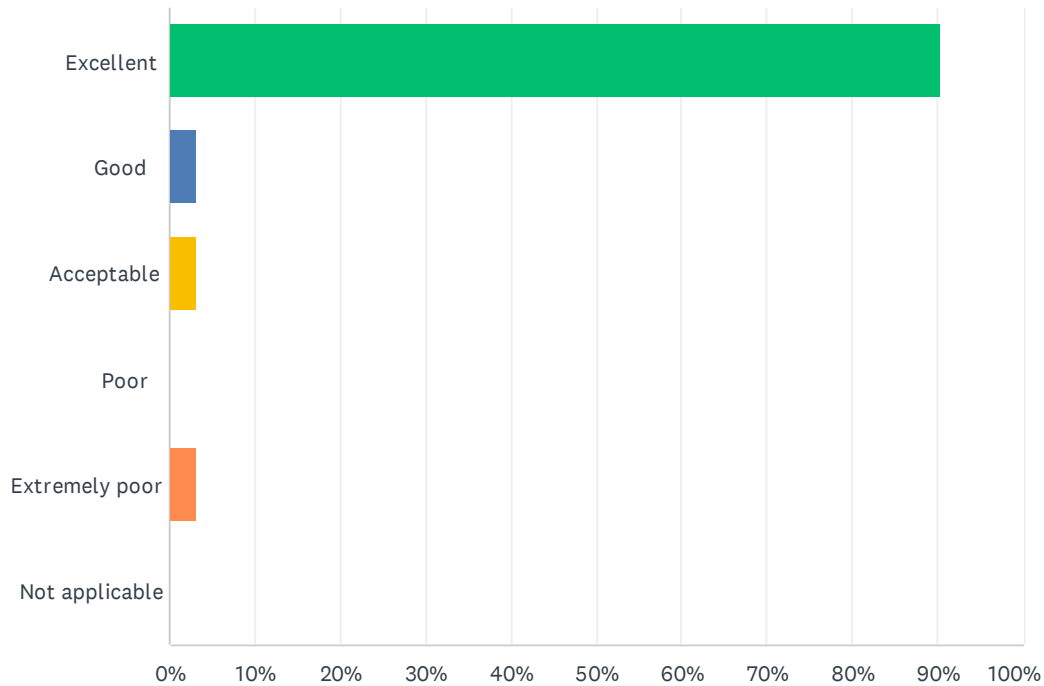


ANSWER CHOICES	RESPONSES	
Excellent (1)	74.19%	23
Good (2)	6.45%	2
Acceptable (3)	6.45%	2
Poor (4)	0.00%	0
Extremely poor (5)	3.23%	1
Not applicable (6)	9.68%	3
TOTAL		31

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.81	1.61

Q18 Please rate the quality of the assistance that was provided to you to help you move from the arrival gate, through immigration (if an international flight) and baggage collection, and out of the airport building

Answered: 31 Skipped: 0

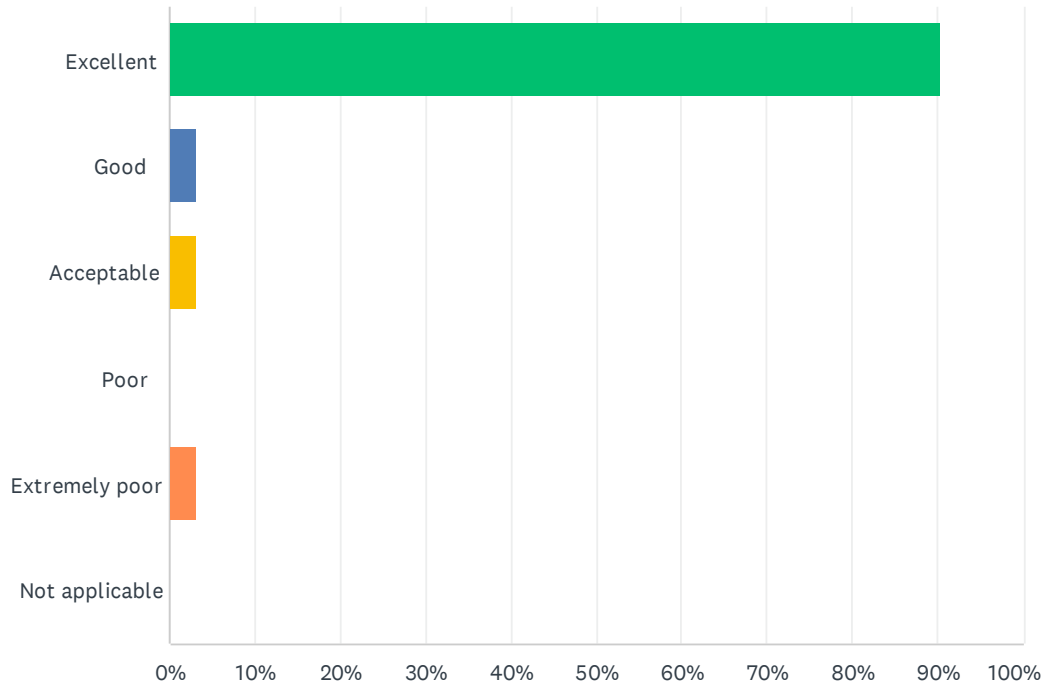


ANSWER CHOICES	RESPONSES	
Excellent (1)	90.32%	28
Good (2)	3.23%	1
Acceptable (3)	3.23%	1
Poor (4)	0.00%	0
Extremely poor (5)	3.23%	1
Not applicable (6)	0.00%	0
TOTAL		31

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	1.00	1.23	0.79

Q19 Please rate the general helpfulness and courtesy of the airport staff in meeting your assistance needs

Answered: 31 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent (1)	90.32%	28
Good (2)	3.23%	1
Acceptable (3)	3.23%	1
Poor (4)	0.00%	0
Extremely poor (5)	3.23%	1
Not applicable (6)	0.00%	0
TOTAL		31

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	1.00	1.23	0.79

Q20 Would you like to tell us anything about the assistance you received that fell below your expectations? If so, please comment below (maximum 2000 characters)

Answered: 10 Skipped: 21

#	RESPONSES	DATE
1	Very efficient. The lady who collected my Stepmother from the plane, through passport control and baggage reclaim was very helpful	9/17/2023 4:25 PM
2	Sorry didn't get his name but was excellent	8/29/2023 9:06 AM
3	Nothing fell below expectation	7/8/2023 9:57 AM
4	Neil was really good.	6/30/2023 9:21 AM
5	Nothing	6/29/2023 3:19 PM
6	Had to wait approx 20/30 minutes to disembark aircraft as first ramp when brought to aircraft did not fit. Second ramp was when put in place and fire crew brought wheelchairs and help us disembark.	6/23/2023 5:22 PM
7	None	6/20/2023 3:09 PM
8	N/A	6/17/2023 11:19 PM
9	None	6/17/2023 12:49 PM
10	There was no special assistance available..the fire brigade were there to move me and had no idea how to..I received unbelievable injuries to both arms..which have had to be treated and now bandage from wrist to elbows..I should think every health and safety rule were breached	5/30/2023 11:11 AM

Q21 Would you like to tell us anything about the assistance you received that met or exceeded your expectations? If so, please comment below (maximum 2000 characters)

Answered: 18 Skipped: 13

#	RESPONSES	DATE
1	Worried about travelling as knee extremely painful but Southend staff made the journey so easy. They were amazing!	9/24/2023 9:49 AM
2	Lady who pushed the wheelchair went out of her way to make sure we had what we needed and delivered us to where a taxi would collect us.	9/17/2023 4:25 PM
3	Same lady I had on departure pleased to greet and help me again	9/16/2023 9:54 AM
4	The whole staff at the airport where wonderful	9/16/2023 3:52 AM
5	Again the person that met me went out of his way took me to the car park where my daughter was heading for and waited for her arrival 😊	8/29/2023 9:06 AM
6	I actually chose my destination from the 3 listed flights from this airport because of a previous flight pre Covid. Would never use any other London airport now.	7/19/2023 11:02 AM
7	Very helpful and attentive staff.	7/8/2023 9:57 AM
8	Very helpful	7/2/2023 8:49 AM
9	He was calm, helpful and patient.	6/30/2023 9:21 AM
10	The lady stayed with us as long as she could while we waited for the taxi and was friendly even chatted to other passengers in the queue	6/29/2023 3:19 PM
11	Very kind n helpful	6/29/2023 11:17 AM
12	Excellent	6/29/2023 9:11 AM
13	Had great assistance from the plane to the taxi rank Faultless	6/26/2023 2:12 PM
14	Helpful and kind staff throughout the airport	6/26/2023 8:36 AM
15	Same as outward journey. Southend assistance staff are first class - including the firemen who push wheelchairs up and down to the aircraft	6/26/2023 7:24 AM
16	Assistant saw my husband waiting oit the toilet for me and insisted in getting me back to the waiting area	6/20/2023 3:09 PM
17	It was very good the gentleman was really lovely and friendly again I felt self conscious but he made me feel much better about this	6/17/2023 11:19 PM
18	The usual high standard we have always received at London southend airport	6/17/2023 12:49 PM