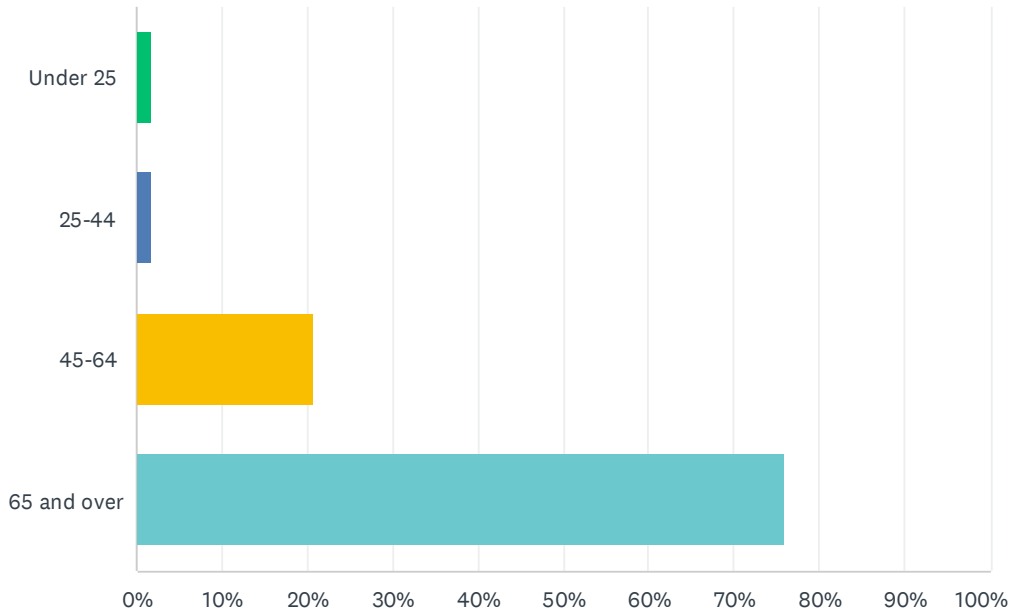


## Q1 How old were you when you travelled?

Answered: 58 Skipped: 1

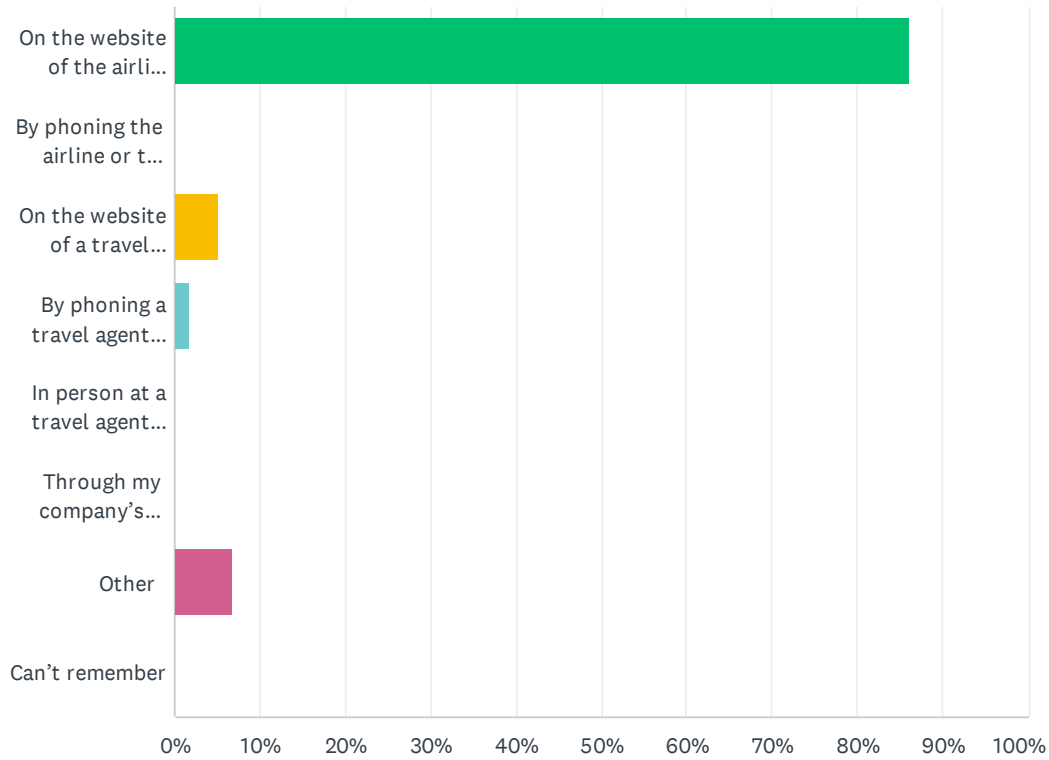


ANSWER CHOICES	RESPONSES
Under 25 (1)	1.72% 1
25-44 (2)	1.72% 1
45-64 (3)	20.69% 12
65 and over (4)	75.86% 44
<b>TOTAL</b>	<b>58</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	4.00	3.71	0.59

## Q2 How did you book your flight?

Answered: 58 Skipped: 1

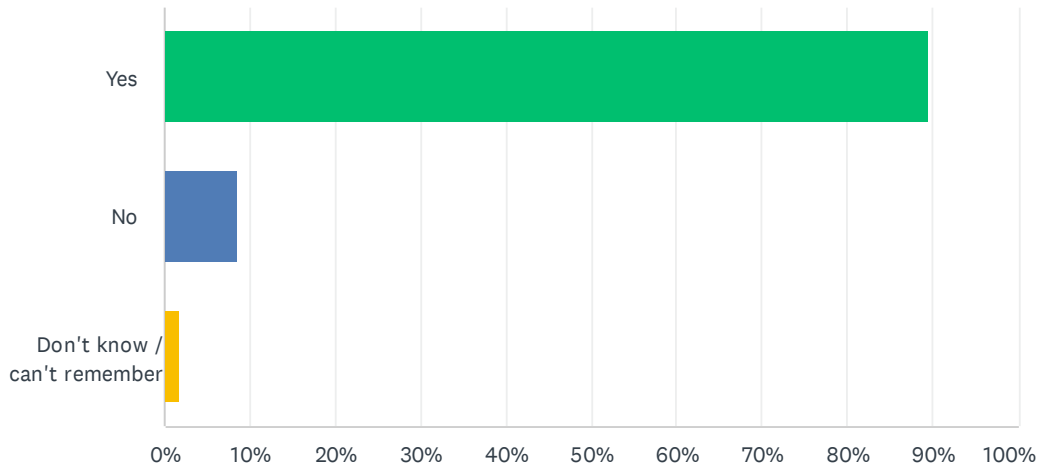


ANSWER CHOICES	RESPONSES	
On the website of the airline or tour operator (1)	86.21%	50
By phoning the airline or tour operator (2)	0.00%	0
On the website of a travel agent or price comparison service (3)	5.17%	3
By phoning a travel agent or flight comparison service (4)	1.72%	1
In person at a travel agent shop (5)	0.00%	0
Through my company's travel agent or department (6)	0.00%	0
Other (7)	6.90%	4
Can't remember (8)	0.00%	0
<b>TOTAL</b>		<b>58</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	7.00	1.00	1.57	1.59

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: 58 Skipped: 1

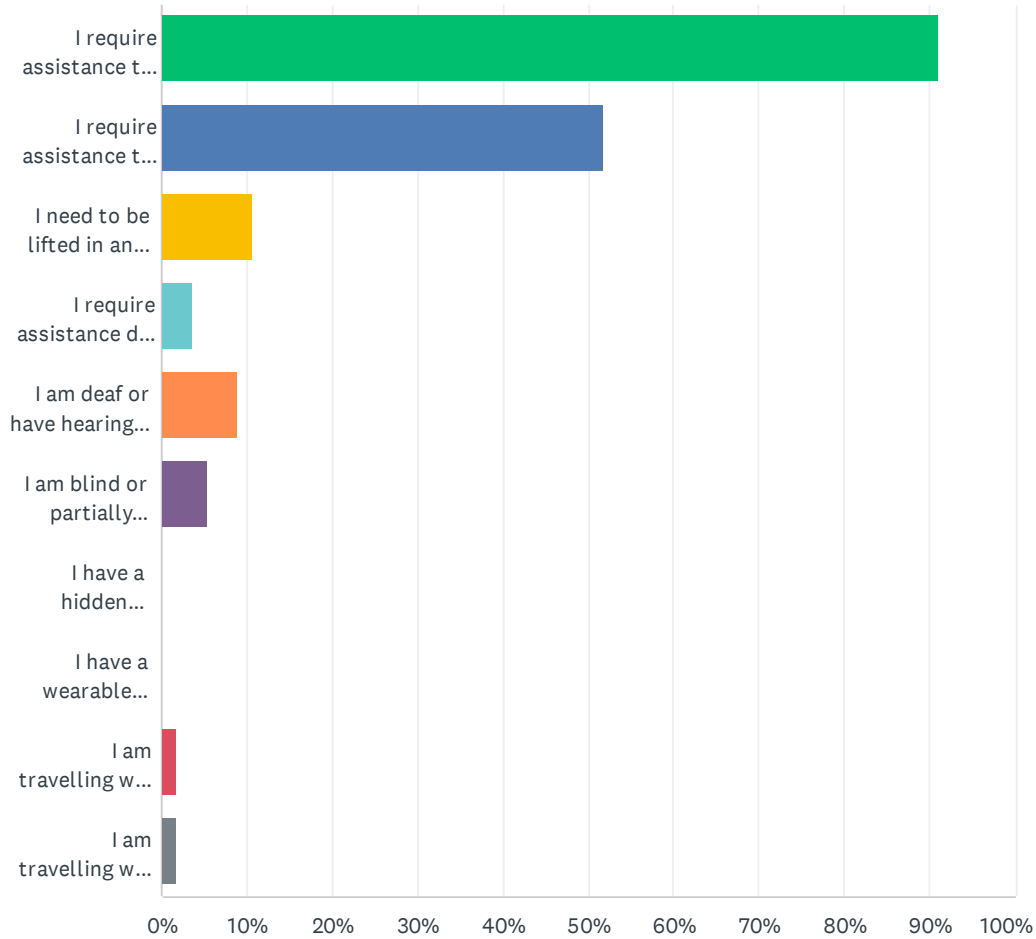


ANSWER CHOICES	RESPONSES	
Yes (1)	89.66%	52
No (2)	8.62%	5
Don't know / can't remember (3)	1.72%	1
<b>TOTAL</b>		<b>58</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	3.00	1.00	1.12	0.37

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

Answered: 56 Skipped: 3



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)	91.07%	51
I require assistance to use aircraft steps (2)	51.79%	29
I need to be lifted in and out of an aircraft seat and/ or wheelchair (3)	10.71%	6
I require assistance down the aisle of the plane to get to my seat (4)	3.57%	2
I am deaf or have hearing loss (5)	8.93%	5
I am blind or partially sighted (6)	5.36%	3
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)	1.79%	1
I am travelling with my own manual wheelchair or mobility aid (10)	1.79%	1
Total Respondents: 56		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	10.00	1.00	2.01	1.66

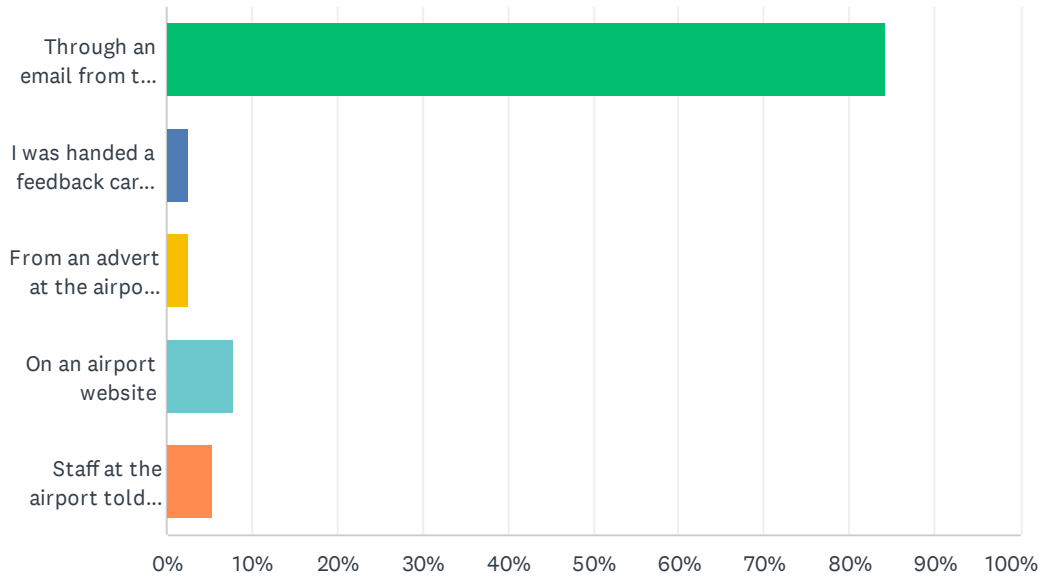
## Q5 Other:

Answered: 7 Skipped: 52

#	RESPONSES	DATE
1	Needed help lifting my case at checkin due to having broken arms years ago cannot lift any weights	4/20/2024 6:49 AM
2	I do use a walker and wheelchair	3/30/2024 9:24 AM
3	I required assistance walking long distances, and using aircraft steps because I had appendix surgery in last 5 days and was being repatriated home.	3/20/2024 3:52 PM
4	Hi is me Divine Bright Hope I'm a nigerian.	3/1/2024 10:00 AM
5	I generally use the ambi lift, but this was not available. Given the choice of ramp or steps I chose steps and struggled. Definitely short staffed (it took half an hour for anyone to attend the checkin desk for assistance) however I cannot praise the staff who were there enough. They were struggling	2/18/2024 8:40 PM
6	I had accident on holiday and couldn't walk	12/7/2023 3:06 PM
7	Pulmonary fibrosis so unable to walk very far and an inoperable cyst in base of spine which has grown around the spinal cord impacting on the feeling from my knees down	11/17/2023 4:53 PM

## Q6 How did you hear about this survey?

Answered: 38 Skipped: 21



ANSWER CHOICES	RESPONSES	
Through an email from the airport (1)	84.21%	32
I was handed a feedback card at the airport (2)	2.63%	1
From an advert at the airport e.g., poster, QR code (3)	2.63%	1
On an airport website (4)	7.89%	3
Staff at the airport told me about the survey (5)	5.26%	2
Total Respondents: 38		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	1.00	1.51	1.17

#	OTHER (PLEASE SPECIFY)	DATE
1	Easy jet	4/8/2024 7:02 AM
2	The very kind and helpful member of the Southend Airport staff who was pushing my wheel chair after I landed	3/20/2024 3:52 PM
3	I've had to use special assistance before.	3/18/2024 3:13 PM
4	Uk	3/1/2024 10:00 AM

# Q15 Please choose the UK arrival airport at which you received assistance

Answered: 59 Skipped: 0





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	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%	59
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 TOTAL	0.00%	0 59
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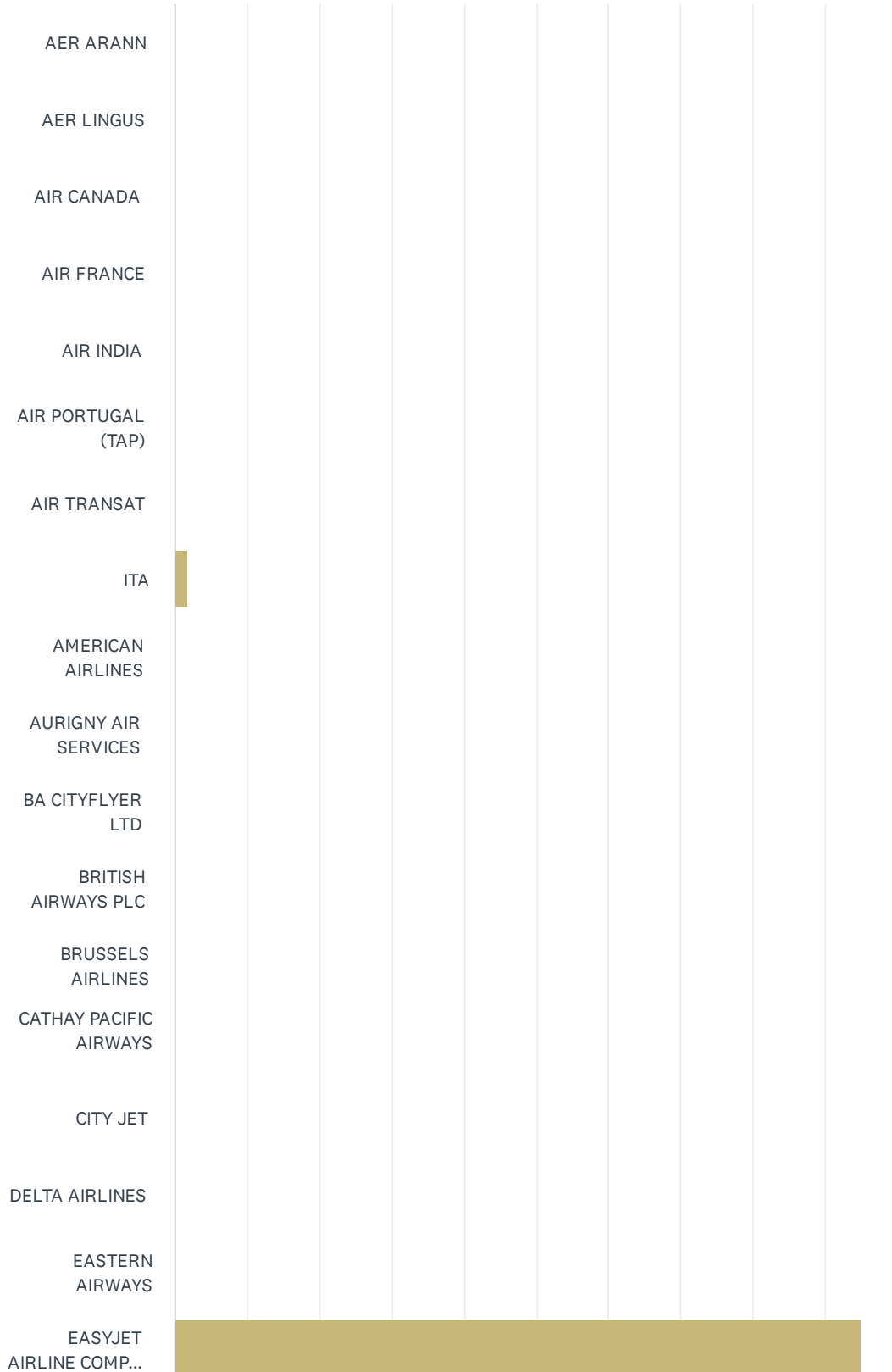
BASIC STATISTICS

Minimum 24.00	Maximum 24.00	Median 24.00	Mean 24.00	Standard Deviation 0.00
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## Q16 Which airline did you fly with? (If your airline is not in the list below, please select one of the 'Other' options)

Answered: 58 Skipped: 1



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



## 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 (TAP)	0.00%	0
AIR TRANSAT	0.00%	0
ITA	1.72%	1
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	94.83%	55
EASYJET SWITZERLAND	1.72%	1
EMIRATES	0.00%	0
ETIHAD AIRWAYS	0.00%	0
FINNAIR	1.72%	1
EUROWINGS	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
MALAYSIAN 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
<b>TOTAL</b>		<b>58</b>

**BASIC STATISTICS**

Minimum 8.00	Maximum 22.00	Median 18.00	Mean 17.91	Standard Deviation 1.42
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## Q17 What was the date of travel for your inbound (return) flight?

Answered: 58 Skipped: 1

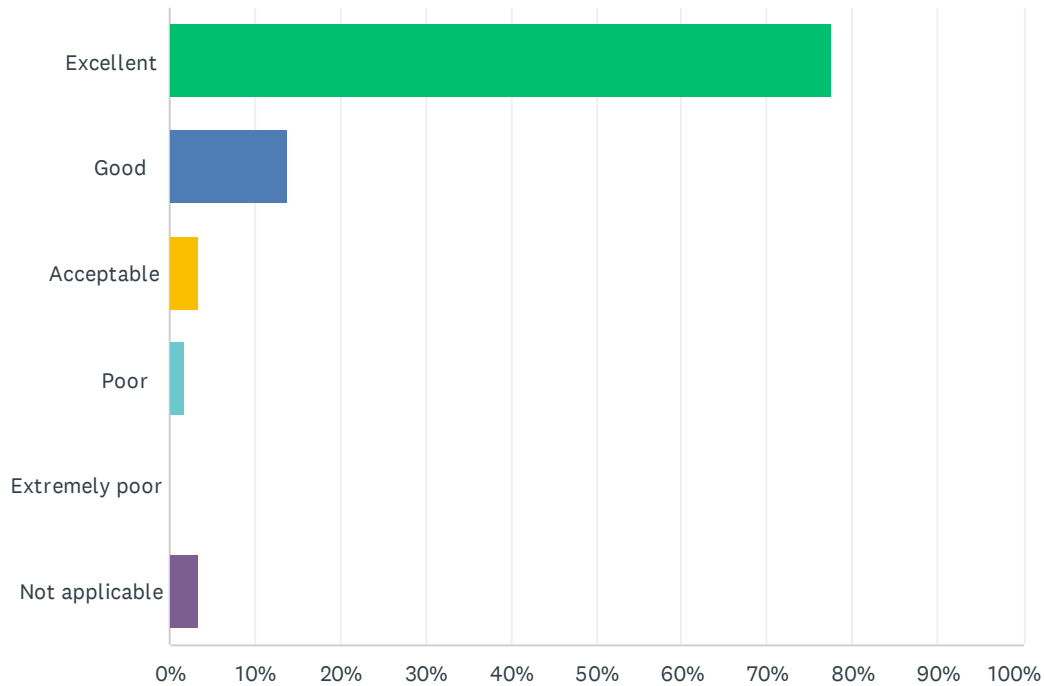
ANSWER CHOICES		RESPONSES
Date		100.00% 58
#	DATE	DATE
1	27/04/2024	4/28/2024 4:15 PM
2	22/04/2024	4/26/2024 12:20 PM
3	12/04/2024	4/20/2024 6:55 AM
4	15/04/2024	4/16/2024 9:16 AM
5	08/04/2024	4/12/2024 9:28 AM
6	16/04/2024	4/8/2024 7:06 AM
7	09/04/2024	4/7/2024 5:10 PM
8	28/03/2024	3/30/2024 9:27 AM
9	27/03/2024	3/27/2024 5:50 PM
10	17/03/2024	3/25/2024 10:16 PM
11	24/03/2024	3/25/2024 11:52 AM
12	23/03/2024	3/25/2024 11:03 AM
13	20/03/2024	3/20/2024 3:56 PM
14	17/03/2024	3/18/2024 5:04 PM
15	17/03/2024	3/18/2024 3:16 PM
16	14/03/2024	3/15/2024 8:49 AM
17	14/03/2024	3/14/2024 10:49 PM
18	11/03/2024	3/11/2024 4:55 PM
19	29/02/2024	3/4/2024 9:22 PM
20	22/02/2024	3/1/2024 12:54 PM
21	28/02/2025	3/1/2024 10:02 AM
22	18/02/2024	2/26/2024 10:14 PM
23	21/01/2024	2/21/2024 2:48 PM
24	15/02/2024	2/19/2024 1:50 PM
25	15/02/2024	2/18/2024 9:05 PM
26	08/02/2024	2/12/2024 4:59 AM
27	04/02/2024	2/5/2024 9:40 AM
28	28/01/2024	1/28/2024 4:53 PM
29	25/01/2024	1/26/2024 10:25 AM
30	19/01/2024	1/19/2024 6:45 PM

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

31	21/12/2023	1/6/2024 8:31 AM
32	17/12/2023	12/29/2023 6:25 PM
33	14/12/2023	12/18/2023 10:17 AM
34	14/12/2023	12/17/2023 2:24 PM
35	26/12/2023	12/7/2023 3:09 PM
36	26/11/2023	11/30/2023 8:40 PM
37	24/11/2023	11/28/2023 9:53 AM
38	17/11/2023	11/20/2023 6:32 AM
39	19/11/2023	11/19/2023 9:11 PM
40	16/11/2023	11/17/2023 4:59 PM
41	12/11/2023	11/6/2023 4:16 PM
42	05/11/2023	11/6/2023 8:12 AM
43	28/10/2023	11/1/2023 5:47 PM
44	23/10/2023	10/30/2023 8:12 AM
45	21/10/2023	10/29/2023 11:34 AM
46	26/10/2023	10/27/2023 3:18 PM
47	20/10/2023	10/23/2023 8:53 AM
48	22/10/2023	10/23/2023 8:13 AM
49	20/10/2023	10/22/2023 8:19 AM
50	20/10/2023	10/21/2023 7:44 PM
51	14/10/2023	10/17/2023 1:35 PM
52	14/10/2023	10/16/2023 7:58 PM
53	15/10/2023	10/16/2023 2:37 PM
54	12/10/2023	10/16/2023 9:40 AM
55	13/10/2023	10/14/2023 5:19 PM
56	11/10/2023	10/12/2023 3:28 PM
57	09/10/2023	10/10/2023 3:55 PM
58	06/10/2023	10/10/2023 7:50 AM

## Q18 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: 58 Skipped: 1

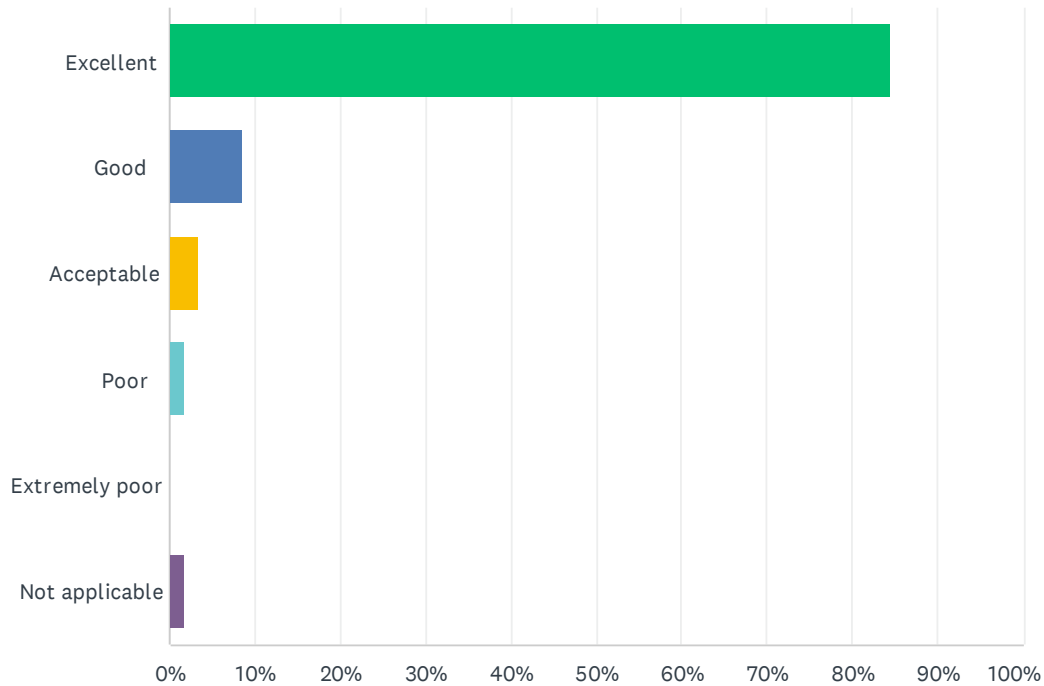


ANSWER CHOICES	RESPONSES	
Excellent (1)	77.59%	45
Good (2)	13.79%	8
Acceptable (3)	3.45%	2
Poor (4)	1.72%	1
Extremely poor (5)	0.00%	0
Not applicable (6)	3.45%	2
<b>TOTAL</b>		<b>58</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.43	1.05

### Q19 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: 58 Skipped: 1

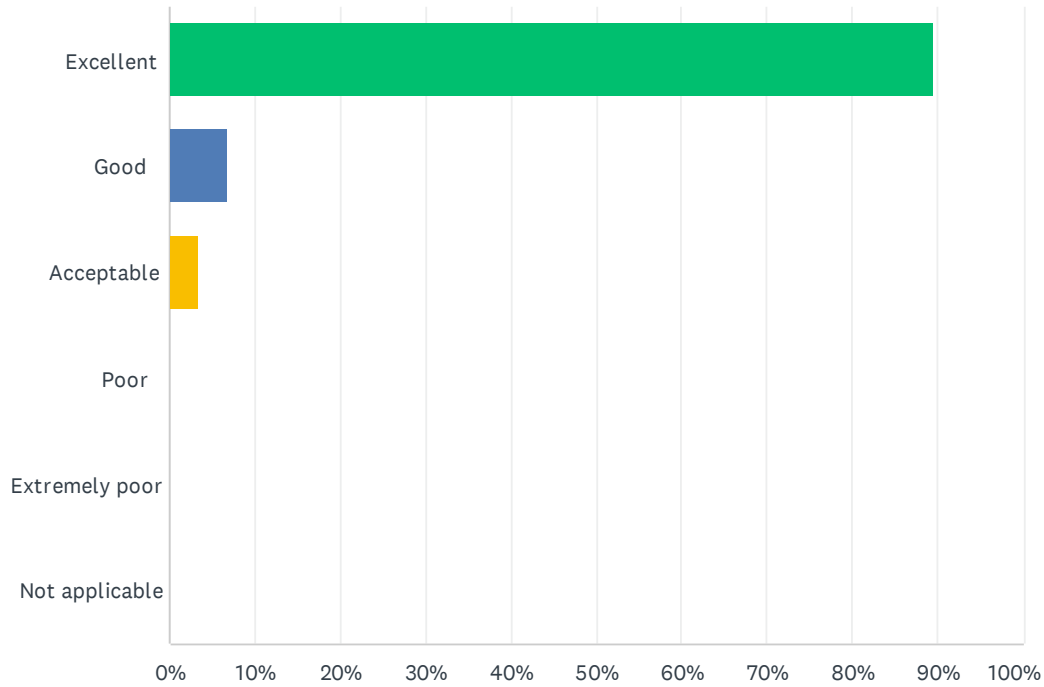


ANSWER CHOICES	RESPONSES	
Excellent (1)	84.48%	49
Good (2)	8.62%	5
Acceptable (3)	3.45%	2
Poor (4)	1.72%	1
Extremely poor (5)	0.00%	0
Not applicable (6)	1.72%	1
<b>TOTAL</b>		<b>58</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.29	0.85

## Q20 Please rate the general helpfulness and courtesy of the airport staff in meeting your assistance needs

Answered: 58 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent (1)	89.66%	52
Good (2)	6.90%	4
Acceptable (3)	3.45%	2
Poor (4)	0.00%	0
Extremely poor (5)	0.00%	0
Not applicable (6)	0.00%	0
<b>TOTAL</b>		<b>58</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	3.00	1.00	1.14	0.43

## Q21 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: 20 Skipped: 39

#	RESPONSES	DATE
1	all great	4/28/2024 4:15 PM
2	helpful friendly spoke English which helps	4/26/2024 12:20 PM
3	Stress free and with a smile.	4/7/2024 5:10 PM
4	Same as flight out	3/25/2024 10:16 PM
5	N/A	3/18/2024 3:16 PM
6	No customs officer at the passport desk. He eventually sauntered across.	3/4/2024 9:22 PM
7	Give me your WhatsApp number.	3/1/2024 10:02 AM
8	Very good service	2/21/2024 2:48 PM
9	Nil	2/18/2024 9:05 PM
10	No Lift available, slowly used the sloping Ramp, in pouring Rain.	2/12/2024 4:59 AM
11	Nothing	1/28/2024 4:53 PM
12	Nothing every thing was excellent	1/6/2024 8:31 AM
13	We had to walk down a slipway...instead of steps. No other options.	12/29/2023 6:25 PM
14	not enough staff to push	12/18/2023 10:17 AM
15	One of the staff, Julie was very helpful in wheeling me all the way to the car park in the pouring rain.	11/30/2023 8:40 PM
16	Perfect	10/30/2023 8:12 AM
17	N/A	10/16/2023 2:37 PM
18	No	10/14/2023 5:19 PM
19	The staff watched me walk down the aircraft steps and then from the BOTTOM of aircraft steps towards them asking for a wheelchair. They then asked if I needed a wheelchair. 🙄 the member of staff looked uninterested.	10/10/2023 3:55 PM
20	Same as going out excellent	10/10/2023 7:50 AM

## Q22 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: 31 Skipped: 28

#	RESPONSES	DATE
1	all great	4/28/2024 4:15 PM
2	Very good service	4/26/2024 12:20 PM
3	Service was very good helpful staff	4/20/2024 6:55 AM
4	I was met by the same staff as outbound. They remembered me which was amazing! Extremely helpful and kind.	4/12/2024 9:28 AM
5	As advised above all was good	4/7/2024 5:10 PM
6	Same as flight out	3/25/2024 10:16 PM
7	First class couldn't wish for better!	3/25/2024 11:52 AM
8	Really excellent assistance at Southend airport. Very happy.	3/25/2024 11:03 AM
9	All the staff were very helpful and very friendly, it made a difficult journey much easier and much less stressful	3/20/2024 3:56 PM
10	Every member of staff was lovely and helpful.	3/18/2024 3:16 PM
11	Sally was helping me. Took me through passport control. Got my case and wheeled me to the car park.	3/14/2024 10:49 PM
12	Or email address.	3/1/2024 10:02 AM
13	The lady looking after me was very kind and friendly excellent care	2/18/2024 9:05 PM
14	No.	2/12/2024 4:59 AM
15	Excellent, friendly	2/5/2024 9:40 AM
16	Nothing	1/28/2024 4:53 PM
17	Yes Janice saw to our every need and on the way back on the 4th Jan Debbie was even better	1/6/2024 8:31 AM
18	As per the previous comments made on the departure page.	12/17/2023 2:24 PM
19	Julie was very helpful at every stage between the aircraft and the car park and this did exceed my expectations.	11/30/2023 8:40 PM
20	Lady offered to take wheelchair out to car park	11/19/2023 9:11 PM
21	Excellent Staff exceeded my expectations	11/6/2023 8:12 AM
22	Perfect	10/30/2023 8:12 AM
23	The assistance I received was above and beyond expectations.	10/23/2023 8:53 AM
24	Again Lisa was perfect	10/22/2023 8:19 AM
25	Very good service	10/17/2023 1:35 PM
26	Assistance with a smile!	10/16/2023 7:58 PM
27	My wife had the same assistant as our outward journey, she remembered us and assisted with our luggage staying with us until our son collected us, both of our assistants were thoughtful, considerate and polit	10/16/2023 2:37 PM

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

28	The lady who helped me could not have been more helpful and considerate and her name was Lee	10/16/2023 9:40 AM
29	None	10/14/2023 5:19 PM
30	The assistance staff were so helpful and respectful. Keeping us fully informed at all times.	10/12/2023 3:28 PM
31	Happy efficient	10/10/2023 7:50 AM