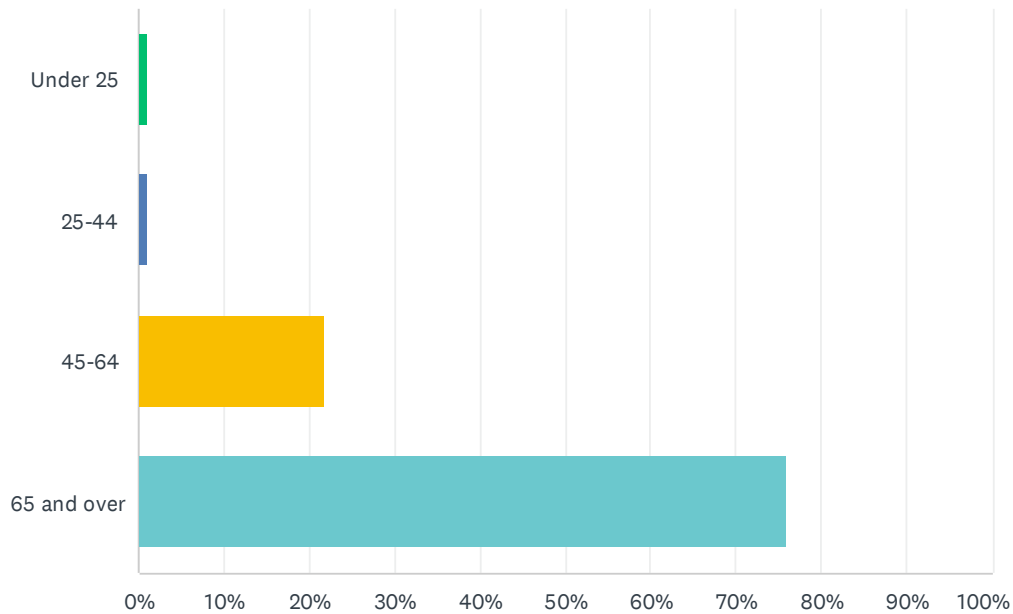


## Q1 How old were you when you travelled?

Answered: 87   Skipped: 0

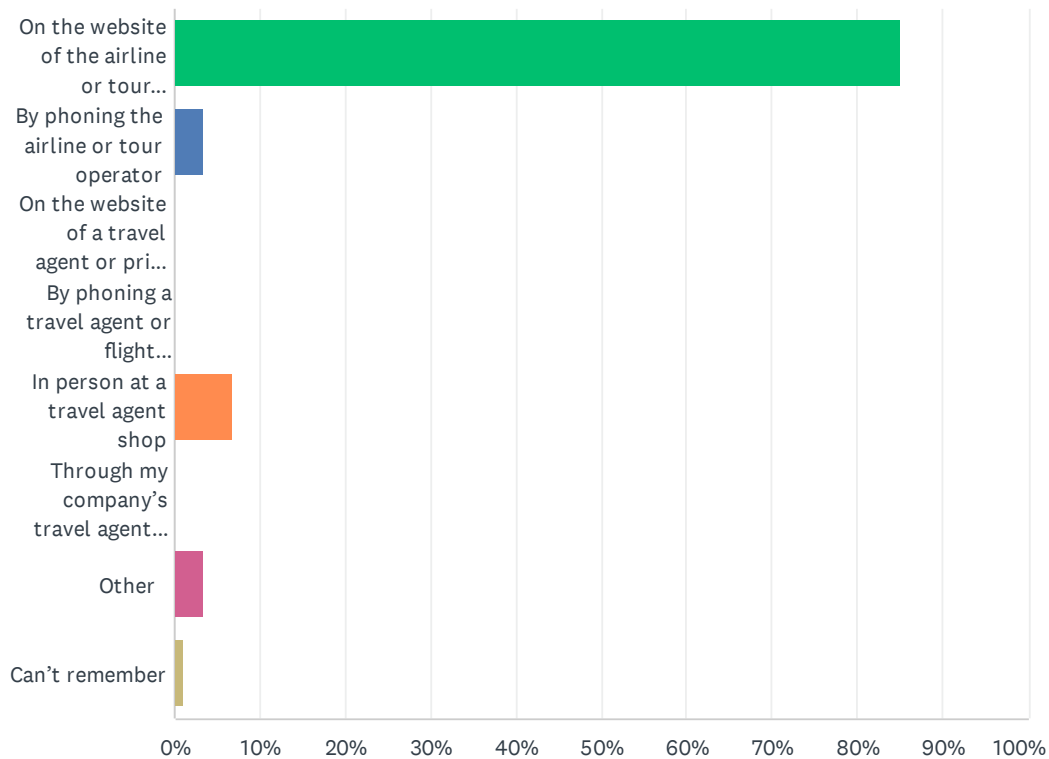


ANSWER CHOICES	RESPONSES	
Under 25 (1)	1.15%	1
25-44 (2)	1.15%	1
45-64 (3)	21.84%	19
65 and over (4)	75.86%	66
TOTAL		87

BASIC STATISTICS				
Minimum 1.00	Maximum 4.00	Median 4.00	Mean 3.72	Standard Deviation 0.54

## Q2 How did you book your flight?

Answered: 87   Skipped: 0

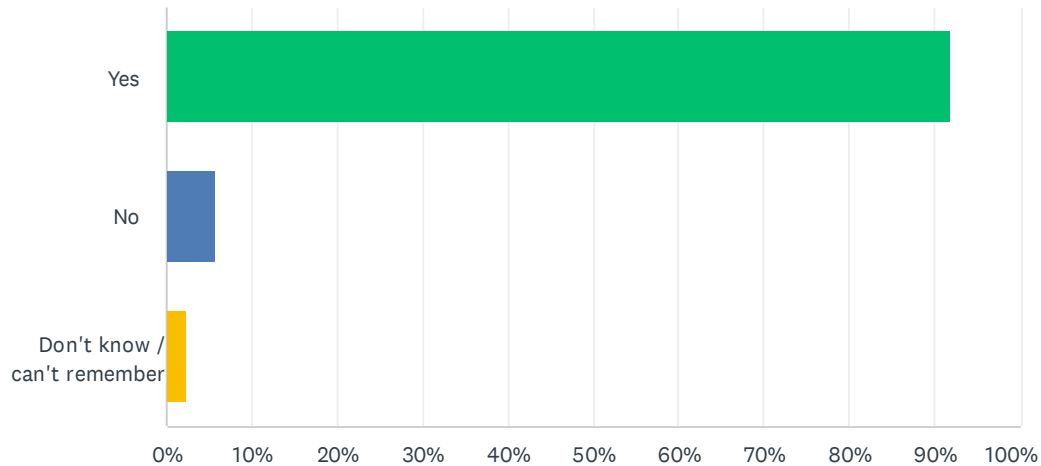


ANSWER CHOICES	RESPONSES	
On the website of the airline or tour operator (1)	85.06%	74
By phoning the airline or tour operator (2)	3.45%	3
On the website of a travel agent or price comparison service (3)	0.00%	0
By phoning a travel agent or flight comparison service (4)	0.00%	0
In person at a travel agent shop (5)	6.90%	6
Through my company's travel agent or department (6)	0.00%	0
Other (7)	3.45%	3
Can't remember (8)	1.15%	1
<b>TOTAL</b>		<b>87</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	8.00	1.00	1.60	1.61

**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: 87 Skipped: 0

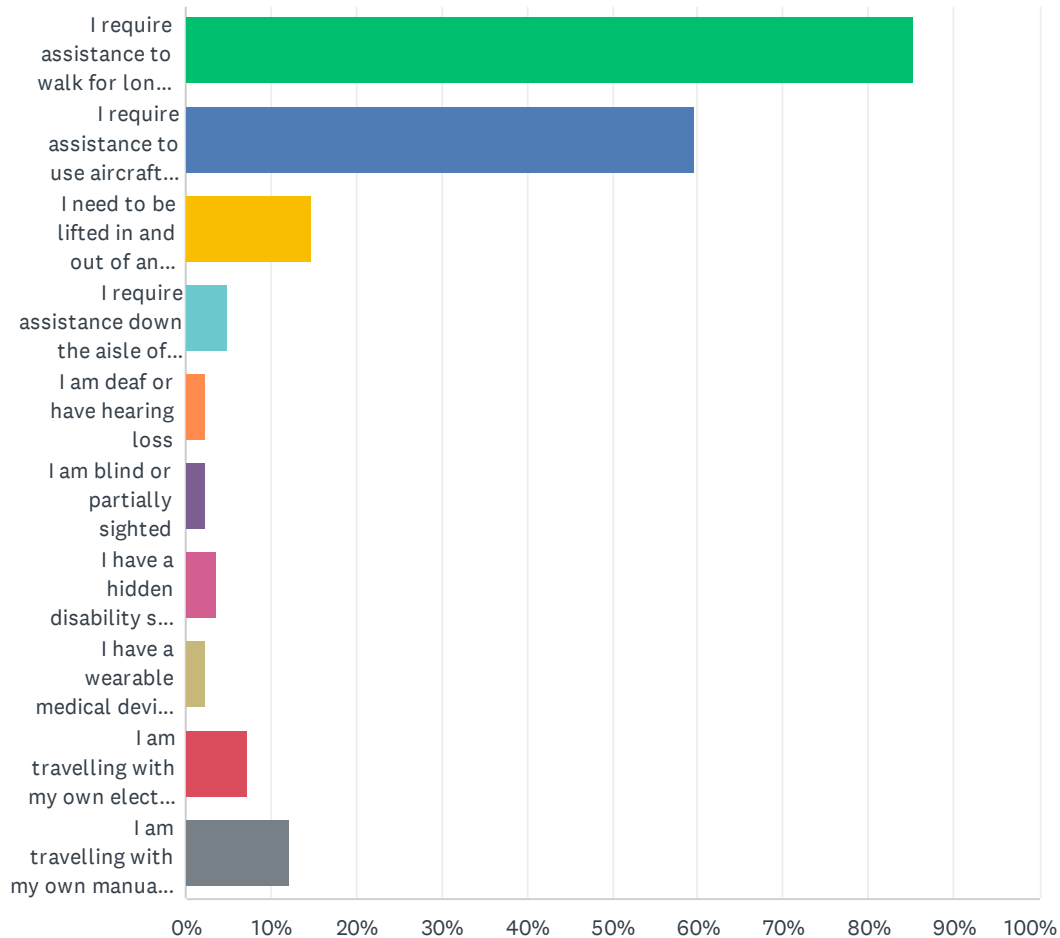


ANSWER CHOICES	RESPONSES	
Yes (1)	91.95%	80
No (2)	5.75%	5
Don't know / can't remember (3)	2.30%	2
<b>TOTAL</b>		<b>87</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	3.00	1.00	1.10	0.37

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

Answered: 82 Skipped: 5



# 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)		85.37%	70
I require assistance to use aircraft steps (2)		59.76%	49
I need to be lifted in and out of an aircraft seat and/ or wheelchair (3)		14.63%	12
I require assistance down the aisle of the plane to get to my seat (4)		4.88%	4
I am deaf or have hearing loss (5)		2.44%	2
I am blind or partially sighted (6)		2.44%	2
I have a hidden disability such as autism or dementia (7)		3.66%	3
I have a wearable medical device such as a stoma, insulin pump/ monitor (8)		2.44%	2
I am travelling with my own electric wheelchair or scooter (9)		7.32%	6
I am travelling with my own manual wheelchair or mobility aid (10)		12.20%	10
Total Respondents: 82			

BASIC STATISTICS				
Minimum 1.00	Maximum 10.00	Median 2.00	Mean 2.71	Standard Deviation 2.68

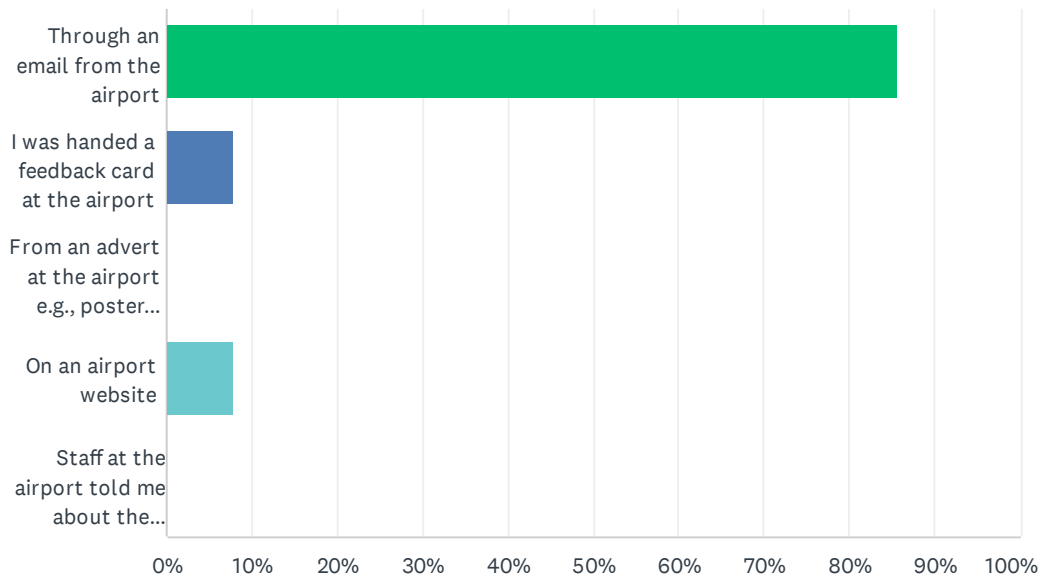
## Q5 Other:

Answered: 14 Skipped: 73

#	RESPONSES	DATE
1	I require wheelchair assistance through the airport and cannot climb steps.	9/30/2024 8:13 AM
2	I think you could add in these options " needs help to carry hand luggage" people who use 2 sticks or walking frame sometimes find it difficult to carry hand luggage, people with spinal problems, thank you	9/29/2024 9:33 AM
3	Wheelchair use	9/17/2024 10:04 AM
4	family member booked ticket and special assistance	9/15/2024 3:51 PM
5	87 years old travelling alone - need assistance with luggage	8/31/2024 8:48 AM
6	Copd	8/6/2024 8:03 AM
7	Required assistance from car park though to the plane. Was given a 5 star service which I'm extremely grateful for thank you	7/26/2024 1:29 PM
8	Require wheelchair to gate	7/14/2024 9:36 AM
9	Can't stand for long periods	6/29/2024 3:42 PM
10	I can't stand in one place for any period of time and can't navigate to back of plane	6/23/2024 9:29 AM
11	I am paralysed and have been for thirty two years, I cannot stand or walk, but can transfer on to another seat on aircraft.	6/20/2024 12:14 PM
12	Our youngest son has severe food allergies which require us to carry medication	6/9/2024 6:13 AM
13	I had my son to help me when walking very short distances	5/27/2024 12:42 PM
14	Needed help lifting my case at checkin due to having broken arms years ago cannot lift any weights	4/20/2024 6:49 AM

## Q6 How did you hear about this survey?

Answered: 77 Skipped: 10



ANSWER CHOICES	RESPONSES	
Through an email from the airport (1)	85.71%	66
I was handed a feedback card at the airport (2)	7.79%	6
From an advert at the airport e.g., poster, QR code (3)	0.00%	0
On an airport website (4)	7.79%	6
Staff at the airport told me about the survey (5)	0.00%	0
Total Respondents: 77		

BASIC STATISTICS				
Minimum 1.00	Maximum 4.00	Median 1.00	Mean 1.31	Standard Deviation 0.82

#	OTHER (PLEASE SPECIFY)	DATE
1	I was advised by airport staff	10/12/2024 4:25 PM
2	Have used before	10/12/2024 7:06 AM
3	I'd done before	9/29/2024 9:33 AM
4	You emailed me	9/19/2024 12:37 AM
5	Assistant asked for the email address	8/24/2024 7:21 PM
6	Assistants staff at the airport	7/12/2024 2:47 PM
7	My daughter	6/29/2024 3:42 PM
8	By email	6/26/2024 11:34 AM

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

9	From friends	6/8/2024 9:59 PM
10	Easy jet	4/8/2024 7:02 AM



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

Answered: 87      Skipped: 0

Aberdeen
Belfast City (George Best)
Belfast International
Birmingham
Bournemouth
Bristol
Cardiff
Derry
Doncaster Sheffield
East Midlands
Edinburgh
Exeter
Glasgow
Humberside
Inverness
Kirkwall
Leeds Bradford
Liverpool (John Lennon)
London City

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
Derry	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%	87
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

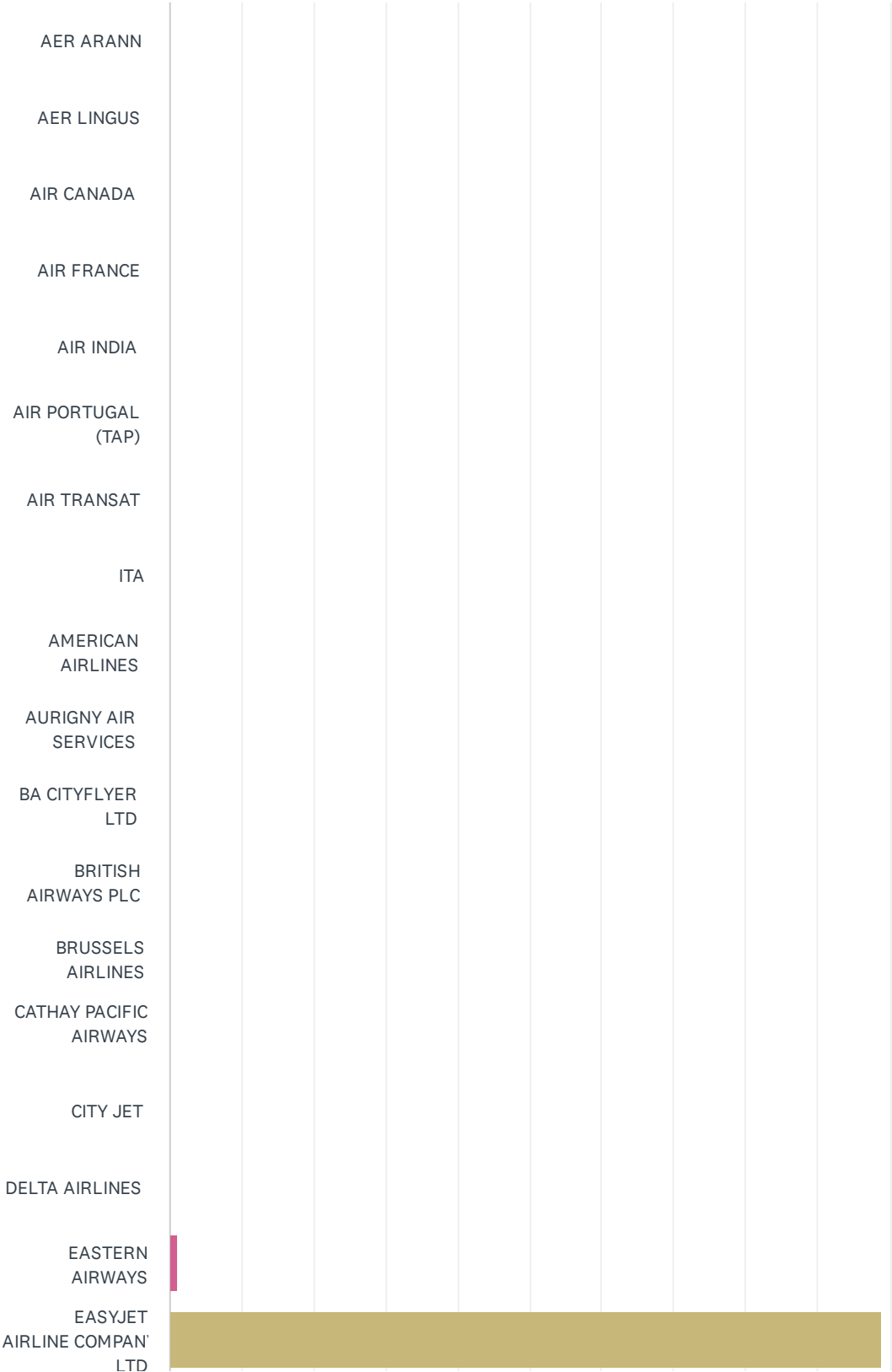
CAA passenger survey on quality of assistance provided to disabled and less mobile passengers

Teesside TOTAL	0.00%	0 87
-------------------	-------	---------

BASIC STATISTICS				
Minimum 24.00	Maximum 24.00	Median 24.00	Mean 24.00	Standard Deviation 0.00

Q16 Which airline did you fly with? (If your airline is not in the list below, please select one of the 'Other' options)

Answered: 87    Skipped: 0



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

[illegible]

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	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	1.15%	1
EASYJET AIRLINE COMPANY LTD	98.85%	86
EASYJET SWITZERLAND	0.00%	0
EMIRATES	0.00%	0
ETIHAD AIRWAYS	0.00%	0
FINNAIR	0.00%	0
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
TOTAL		87

## BASIC STATISTICS

Minimum 17.00	Maximum 18.00	Median 18.00	Mean 17.99	Standard Deviation 0.11
------------------	------------------	-----------------	---------------	----------------------------

## Q17 What was the date of travel for your inbound (return) flight?

Answered: 86 Skipped: 1

ANSWER CHOICES		RESPONSES
Date		100.00% 86
#	DATE	DATE
1	25/10/2024	10/27/2024 5:26 PM
2	20/10/2024	10/20/2024 12:20 PM
3	15/10/2024	10/16/2024 12:42 PM
4	23/10/2024	10/16/2024 10:27 AM
5	28/10/2024	10/14/2024 5:47 PM
6	12/10/2024	10/12/2024 8:51 PM
7	09/10/2024	10/12/2024 4:33 PM
8	17/10/2024	10/12/2024 7:08 AM
9	07/10/2024	10/8/2024 1:30 PM
10	04/10/2024	10/6/2024 8:49 AM
11	29/09/2024	9/30/2024 8:19 AM
12	28/09/2024	9/29/2024 9:42 AM
13	22/09/2024	9/24/2024 9:59 AM
14	22/09/2024	9/23/2024 11:56 AM
15	20/09/2024	9/22/2024 5:27 PM
16	19/09/2024	9/19/2024 12:39 AM
17	14/09/2024	9/18/2024 9:25 PM
18	16/09/2024	9/17/2024 10:07 AM
19	29/09/2024	9/15/2024 3:59 PM
20	06/09/2024	9/8/2024 12:33 PM
21	02/08/2024	8/31/2024 8:56 AM
22	22/08/2024	8/31/2024 3:26 AM
23	24/08/2024	8/24/2024 7:25 PM
24	07/08/2024	8/8/2024 6:56 PM
25	07/08/2024	8/8/2024 10:13 AM
26	05/08/2024	8/6/2024 8:07 AM
27	07/08/2024	8/5/2024 10:44 PM
28	24/07/2024	7/28/2024 12:16 PM
29	25/07/2024	7/26/2024 1:36 PM
30	19/07/2024	7/22/2024 11:26 AM

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

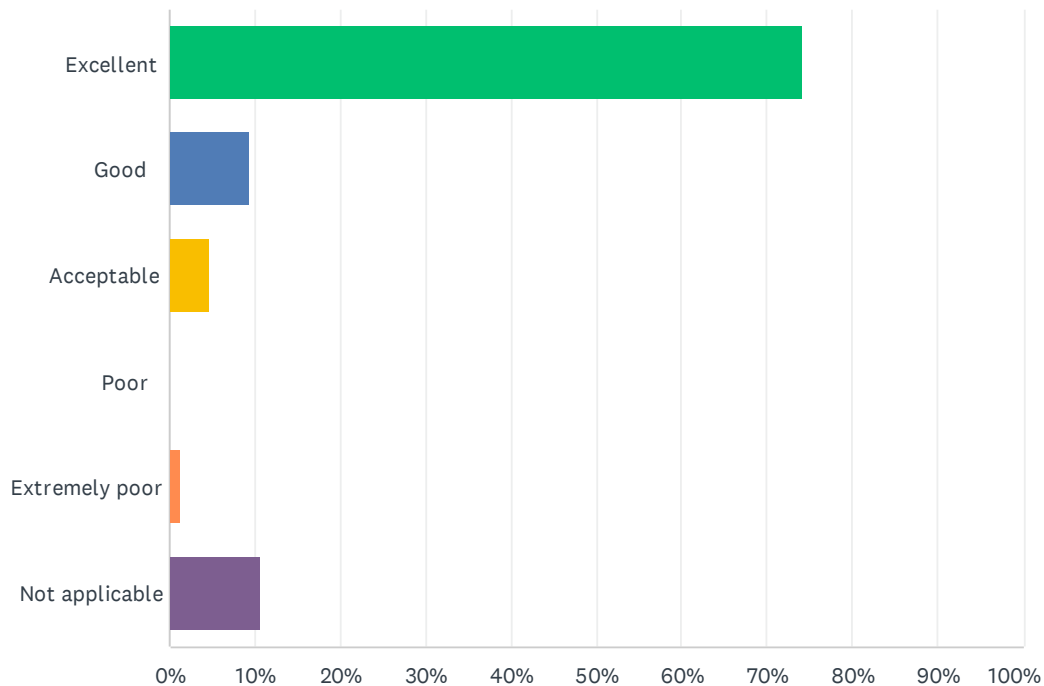
31	11/07/2024	7/12/2024 2:49 PM
32	04/07/2024	7/6/2024 5:22 PM
33	04/07/2024	7/5/2024 2:55 PM
34	04/07/2024	7/5/2024 9:34 AM
35	27/06/2024	7/2/2024 4:23 PM
36	01/07/2024	7/1/2024 2:04 PM
37	29/06/2024	6/29/2024 3:44 PM
38	27/06/2024	6/28/2024 2:07 PM
39	14/06/2024	6/26/2024 11:39 AM
40	24/06/2024	6/24/2024 11:59 AM
41	22/06/2024	6/23/2024 9:32 AM
42	20/06/2024	6/22/2024 9:55 AM
43	12/06/2024	6/20/2024 7:54 PM
44	03/07/2024	6/20/2024 12:22 PM
45	10/06/2024	6/20/2024 8:09 AM
46	06/05/2024	6/17/2024 11:34 AM
47	15/06/2024	6/16/2024 2:31 PM
48	14/06/2024	6/16/2024 1:39 PM
49	12/06/2024	6/14/2024 3:36 PM
50	13/06/2024	6/14/2024 11:52 AM
51	02/06/2024	6/10/2024 10:24 AM
52	14/06/2024	6/9/2024 6:17 AM
53	07/06/2024	6/8/2024 10:07 PM
54	07/06/2024	6/8/2024 9:31 AM
55	06/06/2024	6/8/2024 9:29 AM
56	01/06/2024	6/4/2024 6:30 PM
57	14/06/2024	6/3/2024 9:25 AM
58	01/06/2024	6/2/2024 2:02 PM
59	31/05/2024	6/1/2024 8:24 AM
60	29/05/2024	5/29/2024 10:17 PM
61	29/05/2024	5/29/2024 8:52 AM
62	28/05/2024	5/28/2024 9:05 AM
63	26/05/2024	5/27/2024 12:53 PM
64	08/05/2024	5/26/2024 12:21 PM
65	22/05/2024	5/24/2024 2:10 PM
66	22/05/2024	5/24/2024 7:39 AM
67	21/05/2024	5/23/2024 9:45 AM
68	21/05/2024	5/21/2024 4:57 PM

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

69	15/05/2024	5/15/2024 4:22 AM
70	06/06/2024	5/14/2024 1:45 PM
71	10/05/2024	5/12/2024 3:11 PM
72	11/05/2024	5/11/2024 8:27 PM
73	09/05/2024	5/10/2024 10:22 AM
74	02/05/2024	5/10/2024 10:17 AM
75	14/05/2024	5/9/2024 6:24 PM
76	11/05/2024	5/8/2024 1:09 PM
77	06/05/2024	5/7/2024 4:54 PM
78	03/05/2024	5/4/2024 2:20 PM
79	03/05/2024	5/3/2024 8:47 PM
80	27/04/2024	4/28/2024 4:15 PM
81	22/04/2024	4/26/2024 12:20 PM
82	12/04/2024	4/20/2024 6:55 AM
83	15/04/2024	4/16/2024 9:16 AM
84	08/04/2024	4/12/2024 9:28 AM
85	16/04/2024	4/8/2024 7:06 AM
86	09/04/2024	4/7/2024 5:10 PM

## 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: 85 Skipped: 2

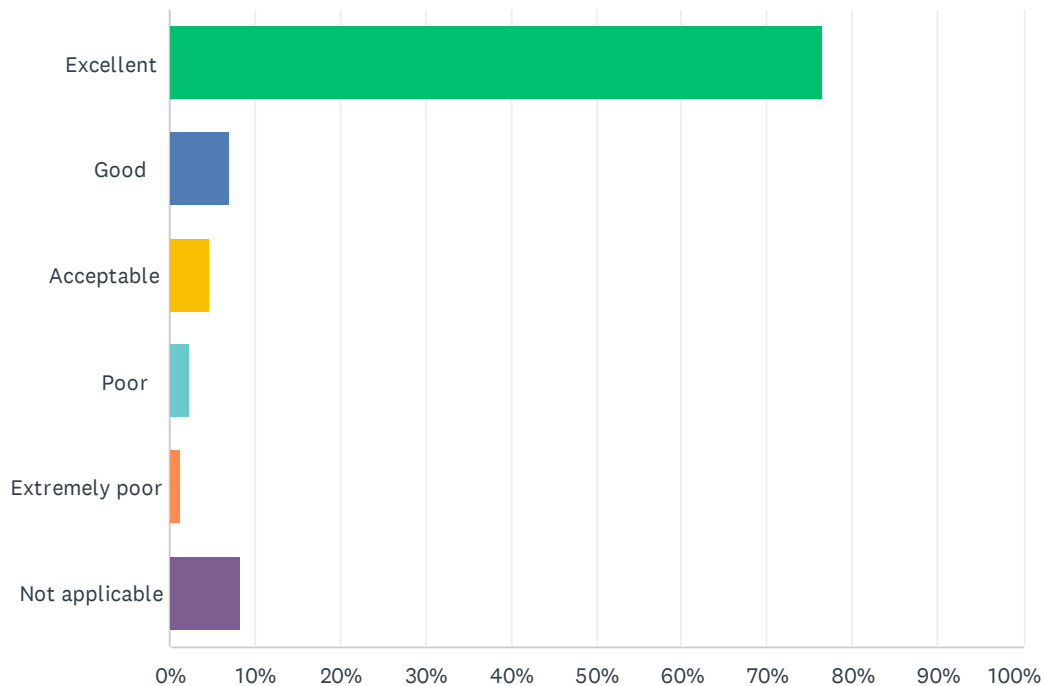


ANSWER CHOICES		RESPONSES	
Excellent (1)		74.12%	63
Good (2)		9.41%	8
Acceptable (3)		4.71%	4
Poor (4)		0.00%	0
Extremely poor (5)		1.18%	1
Not applicable (6)		10.59%	9
TOTAL			85

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.76	1.59

## 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: 85 Skipped: 2

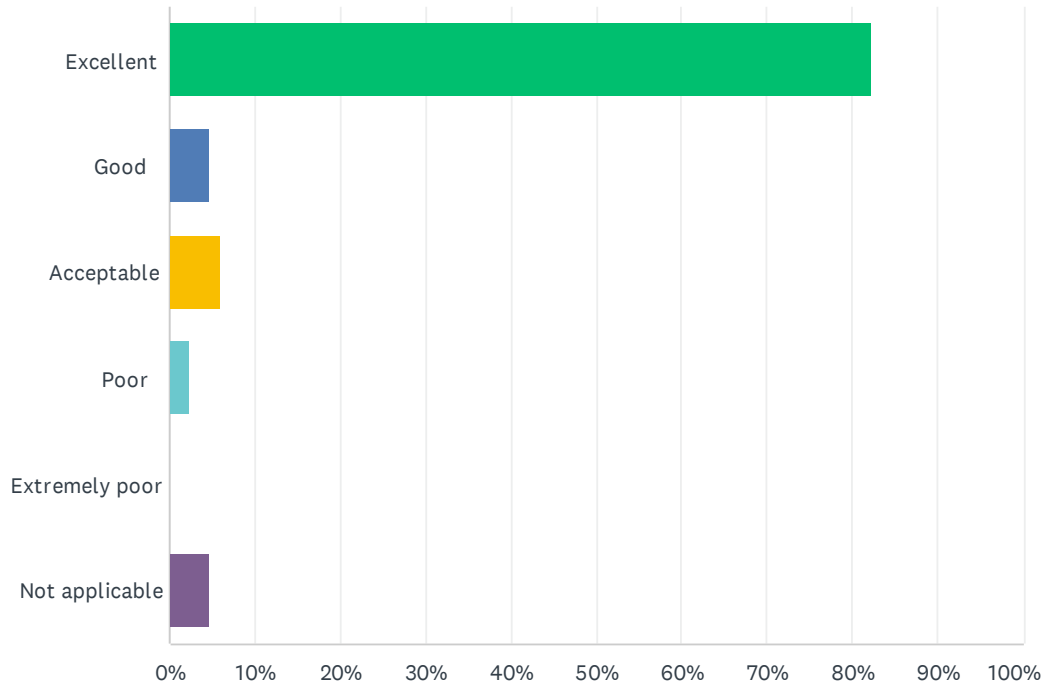


ANSWER CHOICES	RESPONSES	
Excellent (1)	76.47%	65
Good (2)	7.06%	6
Acceptable (3)	4.71%	4
Poor (4)	2.35%	2
Extremely poor (5)	1.18%	1
Not applicable (6)	8.24%	7
<b>TOTAL</b>		<b>85</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.69	1.50

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

Answered: 85 Skipped: 2



ANSWER CHOICES		RESPONSES	
Excellent (1)		82.35%	70
Good (2)		4.71%	4
Acceptable (3)		5.88%	5
Poor (4)		2.35%	2
Extremely poor (5)		0.00%	0
Not applicable (6)		4.71%	4
TOTAL			85

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.47	1.20

## 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: 25   Skipped: 62

#	RESPONSES	DATE
1	Nothing to add the assistance was perfect	10/27/2024 5:26 PM
2	Excellent	10/20/2024 12:20 PM
3	MalFa 100% better coming back	9/29/2024 9:42 AM
4	Fantastic	9/23/2024 11:56 AM
5	assistance getting off plane goodd , wheelchair to seat and waiting for buggy good, buggy ok, then we were dropped off and no support, buggy didnt talke to baggage, my mum had to push me in wheelchair evn though shse has assistance stoma bag which was leaking, too mnay young men standing around behing couter for assitance in spain or porters just on thero phones, even when you ask for help, we had to go and speak witha jet 2 lady who came and told porters off, all they did was put cases on trolley and no offer to push trolleys,	9/15/2024 3:59 PM
6	Not as good as Gatwick and Heathrow	8/8/2024 6:56 PM
7	Again, the assistance was amazing lift down provided and then an assistant arrived with wheelchair to take to passport control on to luggage area and then through customs and then on to carpark exceptional service, but ever so friendly and polite couldn't praise them enough for there help.	7/28/2024 12:16 PM
8	From start to finish to boarding the aircraft was 5 star service	7/26/2024 1:36 PM
9	N/A	7/22/2024 11:26 AM
10	non	7/5/2024 2:55 PM
11	assisted us all the way from getting off the plane to being picked up up from the airport car park taxi area	7/5/2024 9:34 AM
12	N/A	6/29/2024 3:44 PM
13	No complaints	6/28/2024 2:07 PM
14	none	6/22/2024 9:55 AM
15	I had to wait for a wheelchair once I had left the plane and abandon the wheelchair once in the baggage collection area as the wheelchair was needed for somebody else. Luckily my daughter could help me.	6/8/2024 10:07 PM
16	As a first timer. Not much information off what to do. Was not told to stay in seat. Homebound. So was a bit confusing.	6/4/2024 6:30 PM
17	Shame my walker was lost in spain	6/2/2024 2:02 PM
18	There was nothing	5/28/2024 9:05 AM
19	Nothing	5/21/2024 4:57 PM
20	Was helped to luggage reclaim but then advised no one to help further unless prepared to wait 15 / 20 mins. This is when help needed with luggage when have mobility problems.	5/12/2024 3:11 PM
21	Great service	5/8/2024 1:09 PM
22	It was a delayed late flight and very chaotic.	5/7/2024 4:54 PM
23	all great	4/28/2024 4:15 PM



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

24	helpful friendly spoke English which helps	4/26/2024 12:20 PM
25	Stress free and with a smile.	4/7/2024 5:10 PM

## 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: 37   Skipped: 50

#	RESPONSES	DATE
1	Everyone especially the scissor lift driver who was so caring and Sally our dedicated helper was brilliant even took us back to the car in the long stay carpark! Excellent service	10/27/2024 5:26 PM
2	Excellent	10/20/2024 12:20 PM
3	Excellent and polite service received a t all times.	10/16/2024 12:42 PM
4	Excellent man on the lift very friendly with excellent communication. Lady staff member with wheelchair for me went above and beyond to get me as close as possible to where I needed to be. keep up the great work	10/12/2024 4:33 PM
5	Both airports assistants were very helpful, physically, emotionally supportive	9/29/2024 9:42 AM
6	Great very polite 😊	9/23/2024 11:56 AM
7	Again excellent caring staff	9/19/2024 12:39 AM
8	Help with my mobile 'phone t ring y daughter t9 o ate her where abuts and inform her of my arrival and telling her I was ready to be collectddd!	9/18/2024 9:25 PM
9	brilliant, thank you..... easy jet need sot sort out malaga speciall assistance, southend brilliant	9/15/2024 3:59 PM
10	I could praise them enough, all the assistance staff were friendly helpful and ever so nice. I'll be using London Southend Airport again just because of the service provided by the assistance team exceptional.	7/28/2024 12:16 PM
11	Totally exceeded all my expectations would highly recommend to any one to fly from Southend i shall always be coming back	7/26/2024 1:36 PM
12	I was unexpectedly provided with a hydraulic platform to exit the aircraft rather than using the steps that I find difficult to use and am slow with. I was then met by a member of aircraft staff with a wheelchair to transport me from the aircraft and back through the airport.	7/22/2024 11:26 AM
13	no	7/5/2024 2:55 PM
14	again very helpful patient and caring	7/5/2024 9:34 AM
15	Everyone was extremely helpful, friendly and super efficient.	6/29/2024 3:44 PM
16	Both ladies that assisted me on departure and arrival were excellent	6/28/2024 2:07 PM
17	Just super kind staff	6/24/2024 11:59 AM
18	none.	6/22/2024 9:55 AM
19	We were actually taken to our pick up in the car park, left under a shelter from the rain and told to call immediately if there was a problem. Fantastic service!	6/16/2024 2:31 PM
20	Can not fault the service I received	6/14/2024 11:52 AM
21	We've yet to return	6/9/2024 6:17 AM
22	The very best assistance I've had .	6/8/2024 9:31 AM
23	Very good wheel chair waiting when off the plane. Asked if needed said yes. As waiting for a knee replacement. Wasted at baggage until my family arrived. The lady was lovely. you should be proud off the staff you have for Disabled. No judgement made.	6/4/2024 6:30 PM

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

24	Excellent service in Southend	6/2/2024 2:02 PM
25	Very friendly people	5/28/2024 9:05 AM
26	All very nice and helpful staff	5/24/2024 2:10 PM
27	Staff are always friendly and polite	5/12/2024 3:11 PM
28	The young lady took us all the way to our pickup point very helpful	5/10/2024 10:22 AM
29	Excellent and empathetic	5/9/2024 6:24 PM
30	The service exceeded my expectations	5/8/2024 1:09 PM
31	It was OK they tried there best at such a late time.	5/7/2024 4:54 PM
32	The girls were all very helpful and even helped me to the car park opposite the terminal.	5/4/2024 2:20 PM
33	all great	4/28/2024 4:15 PM
34	Very good service	4/26/2024 12:20 PM
35	Service was very good helpful staff	4/20/2024 6:55 AM
36	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
37	As advised above all was good	4/7/2024 5:10 PM