

YouGov / Daily Telegraph Survey Results

Sample Size: 4261

Fieldwork: 23rd - 26th August 2004

Which, if any, of the following airlines have you travelled with? [Please tick all that apply]

British Airways	79
British Midland (bmi)	41
EasyJet	40
Ryanair	33
Virgin Atlantic	29
None of these	8

Thinking about (name of airline) flights that you have been on. How would you rate them for each of the following aspects of service?

	British Airways	British Midland (bmi)	EasyJet	Ryanair	Virgin Atlantic
	2100	1079	1070	880	758

Cleanliness of aircraft

Excellent	24	16	10	7	34
Good	60	58	46	45	56
Fair	14	22	38	35	8
Poor	1	1	5	10	1
Awful	0	0	1	3	0
Don't know	1	2	0	1	0

Comfort of aircraft

Excellent	10	8	3	3	29
Good	41	38	24	25	45
Fair	36	41	52	48	19
Poor	10	9	18	18	5
Awful	2	2	3	5	1
Don't know	1	2	0	1	0

Courtesy of staff

Excellent	23	18	12	10	37
Good	53	57	47	45	48
Fair	18	20	32	33	10
Poor	4	3	7	8	3
Awful	2	0	2	4	2
Don't know	1	2	0	1	0

	British Airways	British Midland (bmi)	EasyJet	Ryanair	Virgin Atlantic
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Efficiency of baggage handling

Excellent	9	8	7	5	18
Good	46	46	42	41	54
Fair	35	36	38	39	23
Poor	7	4	9	8	3
Awful	2	1	2	4	1
Don't know	2	5	3	3	1

Provision of information

Excellent	8	7	5	4	20
Good	46	44	38	36	53
Fair	35	39	38	41	22
Poor	7	6	14	14	3
Awful	2	0	4	4	1
Don't know	2	3	1	1	1

Punctuality

Excellent	10	9	7	7	21
Good	50	49	40	42	55
Fair	31	33	34	35	21
Poor	6	5	15	10	2
Awful	1	1	4	5	1
Don't know	1	2	1	1	1

	British Airways	British Midland (bmi)	EasyJet	Ryanair	Virgin Atlantic
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Range of destinations

Excellent	36	4	8	7	19
Good	50	28	37	38	46
Fair	9	49	44	39	25
Poor	1	12	9	11	7
Awful	0	0	0	1	0
Don't know	3	7	2	3	3

Speed of Check-in

Excellent	12	9	10	7	18
Good	43	44	42	41	46
Fair	34	39	36	40	31
Poor	7	5	9	9	4
Awful	2	1	2	3	1
Don't know	1	2	0	1	1

Value for money

Excellent	3	12	39	33	15
Good	23	43	44	45	43
Fair	48	38	14	16	34
Poor	20	4	2	4	6
Awful	5	1	1	2	1
Don't know	1	3	0	1	1

Which, if any, of the following airports have you used in the last 12 months? [Please tick all that apply]

Birmingham International	12
Edinburgh	9
East Midlands	8
Glasgow	10
London – Heathrow	39
London – Gatwick	36
London – Stansted	22
Luton	10
Manchester	21
Newcastle	5
None of these in last year	13

How would you rate (name of airport) for each of the following aspects of service?

	Birmingham International	Edinburgh	East Midlands	Glasgow	London – Heathrow	London – Gatwick	London – Stansted	Luton	Manchester	Newcastle
	315	230	205	253	1040	952	579	262	553	121

Comfort of departure lounges

Excellent	9	7	9	11	6	8	8	4	13	11
Good	58	43	42	51	39	48	43	27	50	44
Fair	28	39	35	29	36	35	36	45	31	35
Poor	3	9	11	7	14	8	10	18	5	8
Awful	0	1	1	1	4	1	2	3	1	2
Don't know	1	0	2	0	1	1	1	2	0	1

Ease, price of parking

Excellent	8	3	8	8	2	2	5	4	6	12
Good	27	21	25	24	7	17	23	23	21	30
Fair	27	18	31	24	17	27	25	33	28	21
Poor	16	10	12	9	28	20	14	8	14	13
Awful	2	5	3	7	20	9	8	4	7	6
Don't know	21	42	21	28	26	25	26	27	25	19

Overall quality of airport environment

Excellent	10	5	8	11	4	7	10	4	12	15
Good	53	52	46	49	34	48	47	32	54	53
Fair	34	35	37	34	38	37	35	47	29	26
Poor	2	6	5	4	18	8	6	14	3	4
Awful	0	1	2	1	6	1	2	2	1	2
Don't know	0	0	1	0	0	0	0	1	0	1

	Birmingham International	Edinburgh	East Midlands	Glasgow	London – Heathrow	London – Gatwick	London – Stansted	Luton	Manchester	Newcastle
Provision of information										
Excellent	8	5	6	8	5	6	6	2	10	10
Good	54	50	49	53	43	51	51	39	55	55
Fair	29	37	37	34	40	36	32	45	28	28
Poor	8	6	5	3	10	6	9	10	4	5
Awful	0	1	0	1	2	0	1	2	1	1
Don't know	2	1	1	2	1	1	1	2	2	1
Public transport to / from airport										
Excellent	11	14	5	11	14	10	9	6	13	31
Good	32	27	17	25	39	39	27	24	29	36
Fair	17	20	23	21	24	24	26	27	15	14
Poor	3	12	9	9	6	7	13	14	6	6
Awful	1	2	7	3	2	1	7	3	1	1
Don't know	36	25	40	31	15	18	18	24	35	12
Quality of shops										
Excellent	8	3	4	9	14	12	7	2	15	4
Good	37	32	23	39	53	52	33	21	48	31
Fair	42	38	41	38	25	29	40	48	29	45
Poor	10	19	22	9	5	5	13	20	6	16
Awful	0	3	1	1	1	1	2	3	1	3
Don't know	4	5	7	4	2	2	5	5	2	2
Speed of security checks										
Excellent	9	6	6	10	4	5	6	4	10	13
Good	51	52	48	56	41	48	40	46	52	55
Fair	33	33	37	29	37	38	39	39	32	26
Poor	4	7	6	2	13	7	11	8	5	2
Awful	1	0	1	1	4	2	3	2	0	2
Don't know	2	2	2	2	1	1	2	2	1	2
Speed of baggage delivery										
Excellent	6	7	8	9	3	4	5	7	8	12
Good	42	48	42	46	34	39	40	39	45	47
Fair	35	30	36	32	41	40	35	37	32	29
Poor	9	8	7	4	16	12	11	12	10	5
Awful	4	1	2	2	4	5	5	3	3	2
Don't know	4	6	4	7	2	1	4	2	2	5